CONVERSip EP100G-LI2 / EP100G-II2 Endpoint

User Guide

CONVERSip EP100G-L12 / EP100G-I12 Endpoint

User Guide

This manual supports the EP100G-L12 and EP100G-I12 models on MP5000 and FXII systems.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

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Revision History

Version	Changes	Date
01	Initial Release	2/24/05

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Introduction

This manual describes how to use the CONVERSip EP100 endpoint, models EP100G-L12 and EP100G-I12.

This manual is intended to provide:

- basic knowledge of the functions and features of the EP100G-L12/I12 LCD user interface.
- step-by-step procedures for processing calls and controlling individual extension settings.

Audience Description

This manual is intended for persons who use CONVERSip EP100G-L12/I12 endpoints on a day-to-day basis.

You should:

- read this manual in normal reading sequence before first using the EP100G-L12/I12 User Interface.
- refer to this manual as necessary while modifying your endpoint settings.

Related Publications

This manual refers you to related publications, when appropriate, for additional information.

Conventions Used in this Manual

Many of the procedures require you to enter settings or to choose from a list of variables. To signify when you are to act upon an item, parameter, button, etc. we italicize the name of the item being acted upon. For example, the following sentences instruct you to press a specific key on your keyboard.

- Press *Enter*.
- Press *Esc*.

- Press *Page Up* or *Page Down*.
- Press and hold the *Shift* and *Ctrl* keys simultaneously.

In contrast, the following sentence instructs you to type in a required response; notice the word "Enter" when used in this way is not italicized because you are not pushing a specific key name.

- Enter the value you want to use for this feature.

Similarly, when you select a button or LCD menu option, we italicize the name of the button/menu item because you are required to take the action of choosing it, even though the item may not appear in italics on the end-point or display.

- Use the arrow keys to highlight *Programming* and press *Enter*.

At other times in the manual, we discuss prompts that the system displays to you. In these cases, we enclose the exact wording of the prompt in quotation marks to signify that the system is, in essence, speaking to you.

- The system prompts, "Enter your password now."

If the system is actually playing a recording aloud, we enclose the exact wording of the prompt in quotation marks and italics to signify that the system is in actually speaking to you.

- The system says, "*You have no more new messages*."

Italics and quotes are also of course used in their normal contexts, that is, for emphasis and to identify what words are spoken.

- This is called a *hot transfer*, that is, the system transfers the call without ringing the extension.

There are times when this manual instructs you to enter a number from within a range of numbers. In this instance, we use the "~ " character to indicate the range. For example, *05-01-1~3-001~100* tells you to enter:

- 05
- 01
- a 1, 2, or 3,
- a three-digit number that falls in the 001 to 100 range.

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1. OVERVIEW

Congratulations and thank you for using a Comdial endpoint! Your EP100G-L12/EP100G-I12 Speakerphone is supported by a communication system with hundreds of built-in, standard features. This manual serves as a helpful guide for using these various functions. ***Note**: The following illustration shows the default locations of the buttons. Your system installer may have programmed these buttons differently to suit your system. See your System Administrator if you have any questions*

***Note**: The EP100G-L12 and the EP100G-I12 are identical in appearance. To differentiate which model you have, turn the endpoint over to read the model number on the bottom of the endpoint (not the bottom of the pedestal).*

Your EP100G-L12/EP100G-I12 provides many versatile features for your use.

Alphanumeric Display (Liquid Crystal Display LCD)	• Displays time, day, date, and active call information. • Keeps you apprized of the status of your endpoint. • Provides programming prompts.
Auxiliary Jack	Provides an interface for a headset (both models), a tape recorder (EP100G-I12 only), an external ringer (EP100G-I12 only), or an external pager (EP100G-I12 only).
Message-Waiting Light	Indicates that a message awaits pick up.
Microphone Opening	Allows hands-free operation of EP100G-L12/ EP100G-I12 (speak clearly toward microphone opening).
Speaker	• Sounds distant party's voice. • Sounds ringing and call-in-progress tones.

1.1 Speakerphone Buttons

Hold Button (HOLD)	• Places a line or intercom call on hold. • Stores pauses in number sequences during programming. • If available, scrolls through LCD response messages. • If multiple held calls feature is available, scans or scrolls through calls placed on hold (when hold light is flashing).
Interactive Buttons (located below alphanumeric display)	• Provide quick and easy access to system features. • Provide straightforward button programming without dialing codes (the interactive buttons themselves, however, are not programmable).
Intercom Button (INTERCOM)	• Selects an intercom line. • Allows you to initiate many of the endpoint's features.
Mute Button (MUTE)	• Keeps the person on the line from hearing your conversation. • Allows reply to a Subdued Off-Hook Voice Announcement (SOHVA).
Direct Station Select/ Busy Lamp Field (DSS/BLF) Programmable Buttons	• Allow you to store numbers for automatic dialing functions. • Allow you to store extension numbers for Direct Station Selection (DSS). • May be programmed as a feature button. • May be designated a line button by your system installer.

Shift Button (SHIFT)	Allows you to enter a second tier for storing and/or automatically dialing speed dial numbers. (That is, you can store two speed dial numbers at every programmable button location one in the regular tier and one in the second tier). You activate the shift function by pressing this button and turning the shift light on before storing or automatically dialing a speed dial number from the second tier.
Speaker Button (SPEAKER)	• Turns your speaker on or off. • Disconnects a call when you are on a hands free call. • Ends or cancels programming.
Tap Button (TAP)	• Recalls dial tone or generates a hookflash. • Retrieves held calls or last call placed on hold. • Places flash while programming speed dial number.
Transfer/Conference Button (TRNS/ CONF)	• Transfers calls. • Sets up conference calls.
Volume Control (VOLUME UP or VOLUME DOWN)	Regulates the volume of the ringer, speaker, handset, headset, background music, and group listening mode.

1.2 Speakerphone Display Lights

The lights (LEDs) on your EP100G-L12/EP100G-I12 indicate the status of lines, features, and intercoms.

Busy Lamp Field (BLF) lights (next to DSS/BLF programmable button)	• Steady red = station is in use. • Flashing red = station is receiving a call. • Winking/Fluttering red = message-waiting light set for you by station associated with that DSS/BLF button.
Next to a line button	• Steady green = this is your line, either on-hook (in a hands free mode) or off-hook, when the line is active. • Steady red = another station is using this line. • Flashing red = a call is coming in on this line. • Flashing orange = this line is answered when you lift the handset. • Winking green = your line is on hold. • Winking red = the call has been placed on hold by another station. • Fluttering orange or green = your line has recalled from hold. • Fluttering red = the line put on hold by another station has recalled.

Note: *You can find the programmable buttons that the installer designates as line buttons in the same location as the DSS/BLF buttons. Ensure that these buttons are labeled correctly to indicate their unique features.*

Next to a fixed feature or programmable feature button	• Steady red = the feature is on. • Steady off = the feature is off. ***Note***: *You can find the programmable buttons that the installer designates as feature buttons in the same location as the DSS/BLF buttons. Ensure that these buttons are labeled correctly to indicate their unique features.*
MUTE Button	On steady = called party cannot hear your conversation.
INTERCOM Button	• Steady green or red = you are using your intercom. • Fluttering red = an LCD message is set on your endpoint for others to receive when calling. • Flashing orange = someone is calling your extension or a call is being transferred to you.
HOLD Button	Winking green = a line is on hold at your station (DXP, DXP Plus, FXS and FXT only).
MESSAGE-WAITING Button	Winking red = message awaits pick up.
SPEAKER Button	• On steady (with the endpoint on hook and busy) = speakerphone mode • On steady (with endpoint on hook and idle) = background music is turned on.

1.3 Using the Large Screen Display

Your EP100G-L12/EP100G-I12 has a large screen display consisting of six lines of 24 possible character positions per line. This provides you with much more system information than can be presented on two-line displays. This large display allows you many programming options as well as quick and easy selection of the many features available on your EP100G-L12/EP100G-I12. Your Speakerphone has 13 interactive buttons for selecting or programming features.

When your speakerphone is idle, the first line in your display shows the day, date and time while the sixth line displays the word OPTIONS. If your system is using the voice mail option, this is also indicated in the sixth line by the word VMAIL. If your voice mail has four messages for you, for example, the VMAIL display is replaced by 4MSG.

Lines two through four are used on the idle display to indicate features that may be active (flashing), enabled or set.

1.4 Setting Up Your Speakerphone

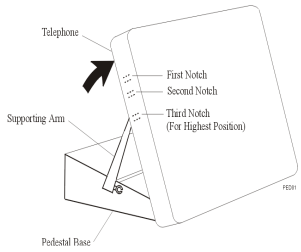
When your new EP100G-L12 or EP100G-I12 arrives, the system installer unpacks it and connects the line to a system jack. You may need to make a few initial adjustments so you can quickly begin making and answering calls with some of the most basic features.

1.4.1 POSITIONING YOUR SPEAKERPHONE

You should adjust the position of the EP100G-L12/EP100G-I12 on your desk or table to suit your individual needs, and maximize the performance of the sound activated features. When using your EP100G-L12/EP100G-I12, the microphone and loudspeaker are farther from you than when you use a handset. Some positioning tips to consider include:

- For the microphone to best detect your voice, speak within three feet of it and face the EP100G-L12/EP100G-I12.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100G-L12/ EP100G-I12 where it will detect sounds from keyboards, printers, paging systems, or other equipment.
- Place the endpoint on a hard surface and away from table edges. Do not place the endpoint in corners or enclosures. Do not let obstructions come between you and the microphone.
- Your endpoint has an adjustable pedestal to allow you to select the most comfortable viewing angle. When you receive the endpoint, the pedestal is in its lowest position flush against the pedestal.

To adjust the pedestal, perform the following steps.



1. Grasp the rear of the pedestal base firmly with one hand and lift the rear portion of the endpoint upward with your other hand.
2. Lift the endpoint upward with one hand and raise the endpoint supporting arms upward with your other hand. (Notice there are three sets of notches under the endpoint corresponding to the three positions available.)
3. When the endpoint is at the desired height, select the closest pair of notches and insert the supporting arms in the notches. Press down slightly on the endpoint until you feel the supporting arms snap into place.

Also remember, as with any piece of electronic equipment, your endpoint may be damaged by contact with liquids. Please try to place the endpoint in an area that is free from the danger of spills.

1.4.2 USING YOUR SPEAKERPHONE

To manually place a call using your EP100G-L12/EP100G-I12, perform the following steps.

1. Press the *INTERCOM* or line button.
2. Dial the number.
3. When the party answers, speak toward the endpoint.

To automatically dial a number using your EP100G-L12/EP100G-I12, press the preprogrammed speed dial or DSS/BLF button. Speak toward the endpoint when your party answers.

To answer a call with your EP100G-L12/EP100G-I12, perform the following steps.

1. Press the *INTERCOM* or line button with the flashing red or orange light.

2. Speak toward the endpoint to answer the call.
3. Press *SPEAKER* to end the call.

***Note**: For more tips and information on EP100G-L12/EP100G-I12 use, see Section C, Speakerphone Characteristics.*

1.4.3 SETTING DISPLAY CONTRAST

You can darken or lighten the contrast of the display for best viewing.

To adjust the display contrast, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *Contrast Level*.
4. Select the Contrast Level interactive button (to the right of the LCD, on the same row as the words Contract Level) once for each change of darkness you desire. Each press of the button makes the display darker until you go past level eight and return to level one.
5. Select *EXIT* to end.

1.4.4 SETTING A PERSONAL RING TONE

You can choose one of eight different ring tones for your endpoint. When several endpoints are located close together, you may want to choose a different personal ring tone.

To select one of the ring tones, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT*.
4. Select Ring Tone interactive button (to the right of the LCD) to scroll through the eight ring tones.
5. Select *EXIT* to end.

The next time your endpoint rings, your EP100G-L12/EP100G-I12 uses the new ring tone.

1.4.5 SETTING VOLUME LEVELS

The volume control on your endpoint is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, and the handset. There are four ringer loudness levels (plus an off position).

To set the ringer loudness level, perform the following steps.

1. While your endpoint is on-hook and idle, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.
2. Select *SAVE* to end.

***Note**: If you set the ringer to the OFF position, your endpoint sounds a short ring burst once for each call you receive at your station.*

To set the speaker and handset loudness levels, perform the following steps.

1. Press the *INTERCOM* button.
2. Press the *VOLUME UP* or *VOLUME DOWN* button once for each change in speaker volume that you desire.
3. Select SAVE.
4. Lift the handset.
5. Press the *VOLUME UP* or *VOLUME DOWN* button once for each change in handset volume that you desire.
6. Select *SAVE*.

***Note**: When a call ends, the system resets the speaker and handset volume of all future calls to the programmed setting. For instructions in setting your EP100G-L12/EP100G-I12's default volume, see Section 7.9, Volume Control.*

1.5 Answering and Making Calls

Your EP100G-L12/EP100G-I12 is now properly configured to answer and make calls to both endpoints within your system (intercom calls) and outside lines. Remember that when dialing an outside number, you must first select a line to connect your system to the local exchange.

When you hear outside ringing (long bursts), press the flashing line button and speak toward the endpoint (or lift the handset if you desire privacy).

When you hear intercom ringing (two short bursts), press INTERCOM and speak toward the endpoint (or lift the handset if you desire privacy).

To dial an outside number manually, perform the following steps.

1. Press *INTERCOM*.
2. Dial *9* or press another line button to select a line (see Section 7.2, *Line Groups*).
3. Listen for dial tone.
4. Dial the number.
5. Lift the handset if you desire privacy

To dial an intercom number manually, perform the following steps.

1. Press *INTERCOM*.
2. Dial the extension number (called endpoint rings or tone is heard).
3. Speak toward endpoint (or lift the handset if you desire privacy).

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2. ANSWERING CALLS

2.1 Answering Outside Calls

When an outside call rings at your station, the LCD screen displays the system line number of the incoming call (e.g., L123) and any caller ID information that your ringing line is programmed to receive. In addition to simply lifting the handset, your other options for answering the call are displayed above the interactive buttons.

When you hear outside ringing (two long bursts) and observe an orange flashing light, perform the following steps.

Outside Call on Line 339

1. For speakerphone, press the flashing line button or select *Answer* and speak toward the endpoint.
2. For privacy, lift the handset.
3. Select *Do Not Disturb* if you do not wish to answer the call at this time. (Selecting Do Not Disturb stops your endpoint from ringing but continues to send a ringing tone to the caller.) The associated BLF continues to flash until the caller disconnects.

When you hear outside ringing (two long bursts) and observe a red flashing light, perform the following steps.

1. Press the flashing line button or select *Answer*.
2. Speak toward the endpoint or lift the handset if you want privacy.
3. Select *Do Not Disturb* if you do not wish to answer the call at this time. *Note: For more information on setting Do Not Disturb at your station, see Section 7.3, Do Not Disturb Condition.*

After you have answered an outside call at your station, your LCD displays *Hold*, *Transfer*, *Conference*, *Group Listen*, and *Record*.

- Select *Hold* to place the call on hold at your station, or
- Select *Transfer* to initiate a transfer to another station, then dial the station number, announce the call or hang up to complete the transfer, or
- Select *Conference* to initiate a conference call.
- Select *Group Listen* to activate the speaker while using the handset or headset, so a group can listen to the conversation but not interact with the calling party.
- Select *Record* to record the call (if VMAIL is installed).

Selecting Hold, Transfer, or Conference

2.2 Answering Intercom (Internal) Calls

An intercom call is one that is made from one system endpoint to another. Your station receives intercom calls in one of two ways depending upon system programming.

- In a *voice-first* setting, a short tone is followed by the caller's voice heard on the speaker.
- With a *tone-first* setting, the endpoint rings in a distinctive pattern and you must take action to answer the call.

As with an outside call, your LCD screen displays the line number of the incoming call (e.g., L123) and any caller ID information that the ringing line is programmed to receive.

When you hear an intercom tone followed by the caller's voice, speak toward the endpoint to answer, or lift the handset if you want privacy.

When you hear intercom ringing (two short bursts), perform the following steps.

1. Press *Intercom* or select *Answer*.
2. Speak toward the endpoint or lift the handset if you want privacy.
3. Select *Do Not Disturb* if you do not wish to answer the call at this time. ***Note**: For more information on setting Do Not Disturb at your station, see Section 7.3, Do Not Disturb Condition.*

2.3 Night-Transferred Calls - Line Access From Any Station

The system attendant can transfer incoming calls to a particular station or stations for off-hour ringing.

If your endpoint rings, press line button with flashing light and lift the handset to talk.

When you hear loud ringing anywhere in the system, perform the following steps.

1. Lift the handset.
2. Press *Intercom*.
3. Choose a ringing zone. Dial *65* through *68* to select ringing zone (1-4), or dial *69* to answer for any zone.

2.4 Holding Calls

You can place a call on hold and retrieve it later. With a regular hold, you can pick up the held call at your endpoint or another user can pick the call up at an endpoint sharing the held call line appearance.

To place a call on hold, press the *HOLD* station button, or select the *Hold* interactive button.

To retrieve a held call, press the line button of the held call (with winking green light), press *Intercom* for an intercom held call, or press *TAP*. Then speak toward the endpoint or lift the handset if you want privacy. ***Note****: Unless you use your HOLD button to scroll through the calls on hold, TAP always retrieves the last number placed on hold, regardless of whether you have line appearance for the line on which the call is holding.*

With an exclusive hold condition, you must pick up the held call at your endpoint; no other endpoint has access to the call.

To place a call on exclusive hold, press *HOLD* twice.

To retrieve exclusive hold, press the line button of held call (with winking green light), or press *TAP*. Then speak toward the endpoint or lift the handset if you want privacy.

2.4.1 HANDLING HOLD RECALLS

After a call has been on hold for the period of time (set by the installer of your system), the system:

- sounds four quick hold recall tone bursts at your endpoint,
- the flash rate of the line button becomes faster, and
- the light turns to orange.

If the call is on exclusive hold, it reverts to manual hold after the hold recall period.

If a held line is recalling, select *Hold* to place the call on hold at your station and restart the hold timer. To retrieve the call instead, lift the handset, press the line button (with flashing orange light) or select *Answer* to retrieve the call.

A Recalling Held Line

2.4.2 USING DIRECTED CALL HOLD

The installer can add a directed station hold feature to your endpoint. With this feature, you can place a call on hold at another station. You can also pick up the held call that has been waiting the longest length of time at another endpoint.

To place a call on directed station hold, perform the following steps.

1. Answer the call.
2. Press *INTERCOM* or *TRNS/CONF* if it is an intercom call.
3. Dial **90*.
4. Dial the extension number of station you want to receive the held call.
5. Hang up.

To retrieve a held call at another station, perform the following steps.

1. Press *INTERCOM*.
2. Dial **90*.
3. Dial the extension number of the station where the call is currently on hold.
4. Press *TAP* to answer the call.

2.4.3 SELECTING SPECIFIC HELD CALLS

Often, you may have more than one call on hold at your station. You know you can retrieve the last call placed on hold simply by pressing *TAP*; however, if you do not have line appearance for a line on which another call is holding, the system provides a way for you to access that call before servicing the last call you placed on hold.

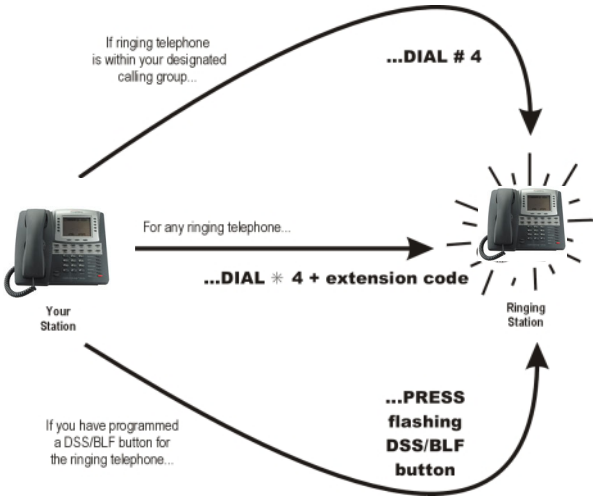
Scan Calls on Hold

To scan your held calls and retrieve a specific one, repeatedly press *HOLD* to scan the held call list. Then press *TAP* to retrieve a call.

2.5 Call Pickup

The EP100G-L12/EP100G-I12 offers three distinct methods to answer incoming calls that are ringing at other stations:

- group call pickup,
- directed call pickup, and
- monitored station pickup.



2.5.1 GROUP CALL PICKUP

The installer often arranges several endpoints together in a user group. If your endpoint is so arranged, you can answer calls that are ringing at other stations within your particular group.

To answer a call that is ringing within your group, press *INTERCOM* and dial *#4*. Then speak toward the endpoint or lift the handset if you want privacy.

2.5.2 DIRECTED CALL PICKUP

You can answer a call that is ringing at any endpoint in the system if you know the ringing endpoint's extension number. To do so, perform the following steps.

1. Press *INTERCOM*.
2. Dial **4*.
3. Dial the extension number of the ringing endpoint.

4. Speak toward the endpoint or lift the handset if you want prvacy.

2.5.3 MONITORED STATION PICKUP

Your endpoint may have the personal intercom number of another endpoint appearing at a programmable button location. You can use the light associated with this button to monitor the status of that endpoint, and you can press the button to make a call to that endpoint if you wish. The associated light is known as the Busy Lamp Field (BLF) light, and the button is known as the Direct Station Select (DSS) button. If the installer arranged for your endpoint to have the station monitoring feature, the BLF light shows activity status at the monitored endpoint.

To monitor another endpoint, observe the BLF light indications next to the DSS/BLF button.

- Off = Station is idle.
- Flashing (if enabled) = Station has an incoming call.
- On = Station is busy.

***Note**: If you do not have the station monitoring feature, the BLF light shows: Off = idle, On = busy.*

To call an idle monitored station or to answer one that is ringing, note the BLF light condition. Then press the assigned DSS/BLF button. Speak toward the endpoint, or lift the handset if you want privacy.

***Note**: If you place this call on hold or if you transfer it to another endpoint, the BLF light flashes a hold signal. You can retrieve the call by pressing TAP.*

2.6 Receiving Subdued Off-Hook Voice Announcements (SOHVA)

2.6.1 HANDLING AN INCOMING SOHVA

This feature allows an intercom caller to break into your call by making an announcement through your handset receiver. The distant party that you are currently talking to cannot hear the announcement made by the SOHVA caller. You can respond to the SOHVA caller either verbally, or non-verbally using Response Messaging.

To respond to a SOHVA verbally, perform the following steps.

1. Select and hold *REPLY.*
2. Speak into the handset. The distant party cannot hear your response.
3. Press *REPLY* after response is complete to return to distant party.

To respond to a SOHVA non verbally using Response Messaging, perform the following steps.

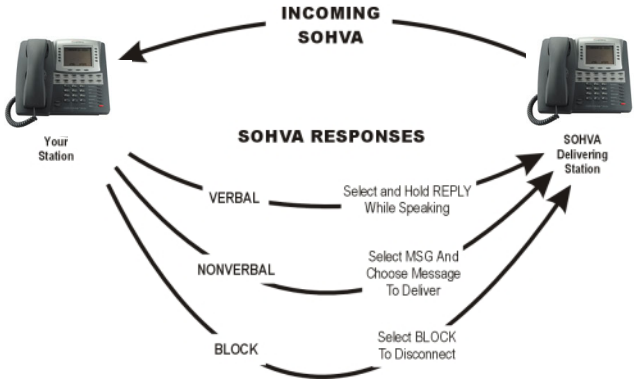
1. Select *Message*.
2. Select one of the messages appearing in your LCD by selecting the corresponding interactive button. The message then appears in the display of the endpoint making the SOHVA.
3. Continue your current call with distant party. (The system automatically disconnects the SOHVA caller from your endpoint).

To respond to a SOHVA by blocking, select *BLOCK* when you hear SOHVA tone. The system then disconnects the SOHVA call. See Section 2.6.2, *Voice Announce Blocking* for more information.

***Note**: A station that is currently active in speakerphone mode or has Voice Announce Block set CANNOT receive a SOHVA.*

2.6.2 VOICE ANNOUNCE BLOCKING

If your system installer makes this feature available, you can prevent voice announcements from sounding over your endpoint speaker if you wish. This feature also blocks Subdued Off-Hook Voice Announcements (SOHVA) and therefore refuses any attempted SOHVAs.



To block (unblock) all voice-announced calls, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *Voice Announce Block*.
4. Select *ON* to block voice announcements, or *OFF* to unblock them.

5. Select *EXIT* to end. Caller ID (Automatic Number Identification)

When installed by system programming, the Caller ID feature allows you to view incoming call numbers before you answer them. Incoming call numbers flash in the left half of the LCD. If the name of the calling party is available it displays in the second half on the right side of the LCD. If you answer the call, the number appears steady in the left half of the LCD.

The system also stores numbers that ring on your line but receive no answer. The system indicates that it has stored ring-no answer numbers by flashing the programmed Caller-ID (CID) light on your endpoint. If you press the CID button you can view the stored numbers one at a time. If you press the programmed *SAVED NUMBER REDIAL* button, the system dials the displayed number. If the call has been returned by someone else, select the *T* key to reveal who returned the call. Everyone sharing your line can scroll through the stored numbers and choose which calls to return.

To scroll through ring-no answer numbers stored on your system (when the CID light is flashing), perform the following steps.

1. Select the *CID* button on your endpoint. Your LCD displays the calling number, date, and time the call came in. The most recent call appears first in the list.
2. Select the *CID* button each time you wish to display the next most recent ring-no answer call to your line.
3. To dial one of the numbers in the redial queue, select the *SAVED NUMBER REDIAL* button. The system automatically dials the number.

Depending on your system programming, when a call is returned it might remain in the ring-no answer queue, or the system might delete it from the ring-no answer queue. Your system administrator can tell you how the feature is programmed. If the system is programmed to leave a returned number in the redial queue, the display shows an *S* next to numbers that have been returned.

To determine who viewed the number and returned the call, dial *.

3. MAKING CALLS

3.1 Making Outside Calls

You can manually dial a number over any endpoint line you select. Or, if the installer assigned a prime line or the idle line preference feature to your LCD speakerphone, the system automatically selects a line for use when you lift the handset or press the speaker button.

To dial an outside number manually, perform the following steps.

1. Press *INTERCOM* and dial *9* or select a line button.
2. Listen for dial tone.
3. Dial the number.
4. Lift the handset if you want privacy.

If your station has an assigned prime line, you do not have to select a line before dialing outside your system.

Outside Dialing Display

To dial an outside number using your prime line, press *SPEAKER* or the handset if you want privacy. The system automatically selects an outside line. Then listen for the dial tone (LCD displays the dial number) and dial the number.

3.2 Making Intercom Calls

There are two methods for making an intercom call:

- tone-first—the called endpoint rings.
- voice-first—your voice sounds out at the called endpoint.

Your installer can set the system to deliver either tone-first or voice-first calling.

3.2.1 TONE FIRST

The following instructions assume a tone-first setting. You can change a call to voice announce signaling for that call simply by pressing the *INTERCOM* button again after dialing the extension number or by pressing the *DSS/BLF* button again.

To manually cause the other endpoint to ring (tone calling), press *INTERCOM* or select *Dial by Name*. Then dial the extension number (the called endpoint rings).

To tone call automatically, press the DSS/BLF button (the called endpoint rings).

3.2.2 VOICE FIRST

The following instructions assume a voice-first default setting. Any user can change a call to a tone signaling for that call simply by pressing the *INTERCOM* button again after dialing the extension number or by pressing the *DSS/BLF* button again.

To voice announce manually, press *INTERCOM*, dial the extension number, and make your announcement.

To voice announce automatically, press the *DSS/BLF* button, and make your announcement.

3.3 Automatic Dialing

This feature provides one- or two-button speed dialing using programmable buttons at which you have previously stored numbers. Two levels of number storage are available at each storage location, and you can use one or both levels as needed. Also, since you usually store a line choice as part of a speed dial number, line selection is automatic with speed dialing.

There are two types of speed dial numbers:

- numbers that you store for your own use (personal speed dial numbers), and
- numbers that the system attendant stores for everyone's use (system speed dial numbers).

To use a programmed speed dial, press the programmed speed dial button, or press *SHIFT* and programmed speed dial button.

To use a **personal speed dial number**, while on hook, dial the speed dial number on the dial pad (*0* to *9*).

To speed dial a **system speed dial number**, while on hook dial * and system speed dial number.

Speed Dial Options

DSS/BLF Buttons:
Press button of desired endpoint to dial directly.

Keypad:
Dial desired number for personal speed dial
OR
Dial * and number for system speed dial.

***Note**: If you are already on a line, you must press SHIFT before dialing the personal or system speed dial numbers that are stored at the dial pad. Also, if a speed dials a preselected line that is in use, the speed dial does not engage.*

***Note**: On some systems, due to programming action, the available system speed dial codes are *100 -*299 and *100 -*599.*

3.4 Redialing

For instruction on using your system's Automatic Redial feature, see Section 7.4, *Automatic Redial*.

3.4.1 REDIAL - LAST-DIALED NUMBER

To redial the last-dialed number, perform the following steps.

1. Press *SPEAKER* or hang up the handset to disconnect the current ringing or busy tone.
2. Dial #.
3. Listen for a ringing or busy tone over the endpoint speaker.

3.4.2 REDIAL PROGRAMMING (STORING NUMBERS)

To permanently store a number you have just dialed, choose one of these methods:

- While the number is still ringing, select *MORE*, then select *Save*, or,
- Press an unused programmable button location.

To store a number while you are on a call (if available), perform the following steps.

1. Press the programmed *SAVE NUMBER REDIAL* button twice (the display prompts you to dial a number).
2. Dial the number that you wish to save (the system immediately saves the number for later redial; it does not dial it over the line you are on now).

To redial the saved number, perform the following steps.

1. Press a line button to select a line.
2. Press the programmed *SAVE NUMBER REDIAL* button (the system automatically dials the number that you saved earlier).

3.5 Camping On - Busy Station, Automatic Callback

If you call another station and receive a busy signal or a Do Not Disturb tone, you can press a button that causes the system to ring your endpoint when the station is available. This is called camping on at a station. Please note that you can camp on to only one station at a time.

To camp on at any busy station, select *CAMP On*. Your endpoint immediately hangs up. When the station becomes available, your endpoint rings with five short tone bursts.

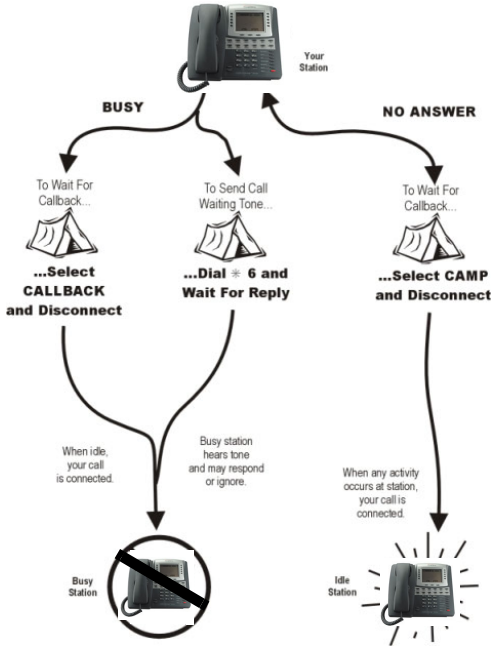
When you hear five short tone bursts, press *INTERCOM* or select *Answer*. The other endpoint then starts ringing.

***Note**: If you do not press INTERCOM after the ring back tones sound within the time limit set by the installer, the system cancels the call back.*

To cancel the call back before your endpoint sounds the tone bursts, press *INTERCOM* and dial *#6* or select *CLEAR*.

To camp on at a station with a Do Not Disturb condition set, select *Camp-On*. A call back occurs when the called station is no longer set in the Do Not Disturb mode.

3.6 Advanced Camping On Options


Your Station
BUSY
NO ANSWER
To Wait For Callback...
To Send Call Waiting Tone...
To Wait For Callback...
...Select CALLBACK and Disconnect
...Dial * 6 and Wait For Reply
...Select CAMP and Disconnect
When idle, your call is connected.
Busy station hears tone and may respond or ignore.
When any activity occurs at station, your call is connected.
Busy Station
Idle Station

3.6.1 CAMPING ON - IDLE STATION, AUTOMATIC CALLBACK

If you call another station and hear ringing but receive no answer, you can camp onto the idle station. In this case, the system rings your endpoint when any activity is initiated at that station.

To camp on at a station for which you hear ringing but receive no answer, select *Call Back*. Call Back then occurs after any activity is initiated at dialed station.

To cancel the camp-on condition, press *INTERCOM* and dial *#6* or select *CLEAR*.

3.6.2 CAMPING ON - BUSY STATION, WAIT FOR AN ANSWER (CALL WAITING)

If the endpoint you have called is busy, you can send a call-waiting tone to the endpoint and wait on the line for an answer (you must be using the handset for this feature to work).

To activate call waiting when you hear a busy signal, perform the following steps.

1. Dial **6* (called party hears tone).
2. Wait on the line for a reply.

   The called party can place the current call on hold or disconnect from the call to answer your call-waiting tone. Or, the called party can choose to ignore your call-waiting tone and continue current conversation.

To cancel call waiting, press *INTERCOM* and dial *#6*. Then hang up or press *SPEAKER* to end the call.

To answer a call-waiting tone if you receive one while on a call, perform the following steps.

1. Hear the short tone burst in your receiver.
2. Place the current call on hold, or complete the call and hang up (waiting call then rings at your endpoint).
3. Lift the handset to answer the call.

3.7 Sending Subdued Off-Hook Voice Announcements (SOHVA)

You can make a private voice announcement to another station that is off-hook and busy on a call if the installer has arranged the system to provide this feature.

Make a SOHVA announcement using the SOHVA button as follows:

1. Make an intercom call and hear the busy tone. If the called station is on an outside line, ring-back tone is heard, but SOHVA is still available.
2. Select SOHVA and hear several quick tone bursts.
3. Make your announcement.
4. Wait on the line for a reply (either verbal or an LCD reply). If your station returns to idle, the called party has blocked your SOHVA.

Note: If the called station is currently in speakerphone mode, or if the SOHVA privileges have been denied by system programming, interactive button selection for SOHVA is not available.

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4. ADVANCED CALL HANDLING

4.1 Waiting For a Line (Queuing)

If all the lines in a line group are busy, you can place your endpoint in a queue to await an idle line.

To queue for a line group, perform the following steps.

1. Press *INTERCOM*.
2. Dial the line group access code (see Line Group Access code table on page 78 for your systems codes).
3. When you hear the busy tone, dial *6.

If you have line appearance for a particular line and wish to queue for it, perform the following steps.

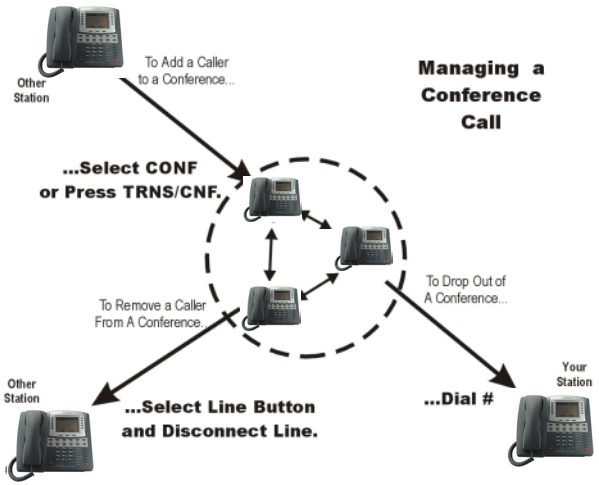
1. Observe the busy status light (LED).
2. Press *INTERCOM*.
3. Dial **6*.
4. Press the line button. When line group is free, your endpoint sounds several short tone bursts. When you hear this, lift the handset, hear the dial tone, and place the call.

To cancel line queuing or line group queuing, press *INTERCOM* and dial *#6*.

4.2 Conferencing

When your endpoint is joined together with several other endpoints on the same call, the effect is called conferencing. You can make conference calls that involve up to five parties, including you as the originating party, in any combination of outside lines and intercom parties.

***Note**: When setting up a conference call with outside lines and internal endpoints, you must call the outside lines first.*


Other Station
To Add a Caller to a Conference...
Managing a Conference Call
...Select CONF or Press TRNS/CNF.
To Drop Out of A Conference...
To Remove a Caller From A Conference.
Other Station
...Select Line Button and Disconnect Line.
...Dial #
Your Station

To set up a conference call that includes any combination of outside lines and intercom parties, perform the following steps.

1. Make the first call.
2. Select *Conference*. The current call is placed on hold automatically.
3. Select the next line and make another call.
4. Select *Conference* to establish a conference.
5. Press the *TRNS/CONF* button to add more parties.

Establishing a Conference

To continue a conversation on the remaining line after other outside lines have dropped out of conference, press *HOLD*. Then press the line button of the remaining party.

To retrieve a line from hold and bring that party back into the conference, perform the following steps.

1. Press *TRNS/CONF*.
2. Press a line button.
3. Press *TRNS/CONF*.

If you are involved in a conference call with two outside lines, you can drop out of this established conference call and leave the outside lines in the conference with each other. This is known as an unsupervised conference call.

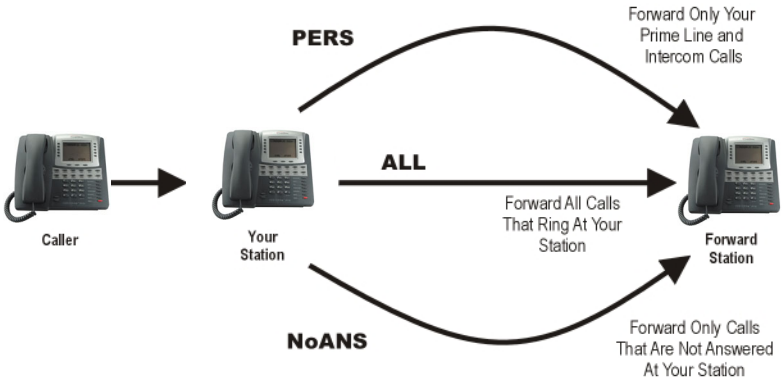
To drop out of a conference call you initiated involving outside lines (creating an unsupervised conference), dial #. The lines remain lighted and in use until one or both outside parties disconnect; when only one party drops out of an unsupervised conference, the other party remains on hold until they hang up or until the line is answered.

To rejoin an unsupervised conference between two outside lines, press *TAP*.

To drop a party out of a conference call, select *Drop Party*. Then select the party you wish to drop by pressing the interactive button beside the appropriate line.

4.3 Call Forwarding

Call Forwarding Options



4.3.1 FORWARDING A CALL

You can forward the calls that normally ring at your endpoint to another endpoint. To remind you that your calls are being forwarded, your endpoint sounds a short ring burst each time the system forwards a call.

You can forward calls that ring at your endpoint but receive no answer; this feature is valuable if you are frequently away from your desk for short periods of time and find it inconvenient to permanently forward your calls every time you leave.

To forward your calls, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT*.
4. Select *Call Forwarding*.
5. Choose one of the following call forwarding options:
   - Select *Forward All* to forward all calls
   - Select *Forward Personal* to forward prime line and intercom calls.
   - Select *Forward RNA All* to forward all calls that ring at your station but receive no answer after a programmed number of rings.
   - Select *Forward RNA Personal* to forward your prime line and intercom calls that ring at your station but receive no answer after a programmed number of rings.
   - Select *CFOS* to forward your calls to outside the system.
6. Dial the extension number or press the *DSS/BLF* button of end-point you want to receive your forwarded calls.
7. Select *EXIT* to end.

Selecting Call Forwarding

Call Forwarding Options List

To cancel call forwarding, select *CLEAR*.

4.3.2 DIVERTING ALL INCOMING CALLS TO ANOTHER STATION

Call diverting permits you to send an incoming call to another station that you have previously designated. You can divert an incoming call to the designated station whether you are busy or idle.

To identify the station to receive diverted calls, perform the following steps.

1. Press *INTERCOM*.
2. Dial **55*.
3. Dial the extension number of station you want to receive diverted call.

To divert calls to the designated station, perform the following steps.

1. Hear ringing and/or see the flashing line status light.
2. Select *Divert* (the system immediately forwards the ringing call to station you designated).

4.4 Call Forward Outside System (CFOS)

If enabled by your installer, the Call Forward Outside System (CFOS) feature allows you to forward incoming or transferred line calls to telephone numbers outside the system

To activate CFOS with your LCD speakerphone, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT*.
4. Select *Call Forwarding*.
5. Select *CFOS*.
6. Select *NEXT*.

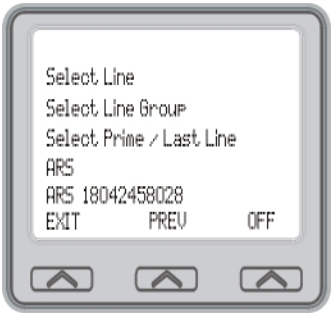
Selecting CFOS

7. Choose a type of CFOS by selecting the top right-hand interactive button to scroll through the list of call types.
   - Select *Line* for prime line calls.Select *Line Group* for and dial access code for outside calls.
   - Select *Prime/Last Line* for the last line used for prime calls.

Choose CFOS Type

   - Select *ARS* for calls utilizing the least costly line group available to route a call.
   - Select *ARS (programmed number)* for selecting a programmed button for ARS calls.

8. Follow the instructions on the LCD display and then select *DONE,* or do nothing and let the previously selected destination remain in effect.
9. Select *EXIT.*



Selecting Line

To deactivate CFOS, select *CLEAR*.

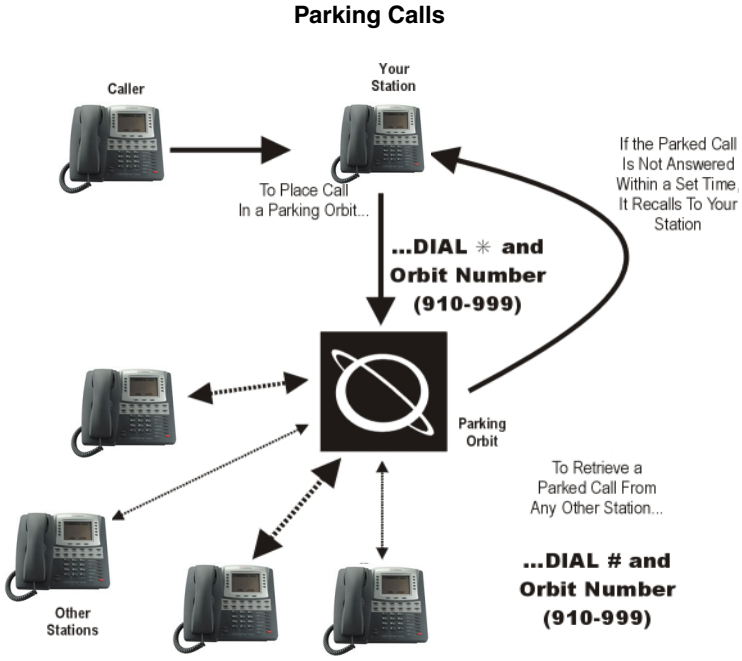
To join an active CFOS call from the CFOS-enabled station, note the flashing HOLD light indicating an active CFOS call, and press *TAP.* Join the CFOS-forwarded party and the CFOS destination in a conference call.

Deactivate CFOS

CAUTION

Comdial has taken reasonable steps in the design of all product features, including CFOS, which protect against unauthorized or fraudulent access to, or use of, a system, or which protect against unauthorized, fraudulent or unaccounted-for access to, or use of, long distance lines. However, no system is entirely invulnerable or immune from unauthorized or fraudulent access or use, or unaccounted-for access or use, and therefore Comdial disclaims any and all liability, and makes no warranty, express or implied, relating to unauthorized or fraudulent access or use, or unaccounted-for access or use.

4.5 Parking Calls


Parking Calls
Caller
Your Station
To Place Call In a Parking Orbit...
...DIAL ✳ and Orbit Number (910-999)
If the Parked Call Is Not Answered Within a Set Time, It Recalls To Your Station
Parking Orbit
To Retrieve a Parked Call From Any Other Station...
...DIAL # and Orbit Number (910-999)
Other Stations

4.5.1 PARKING A CALL

You can place an intercom or outside call on hold in the system so that it can be answered from any station, even though it may not have a line appearance for the call. You accomplish this by placing the call in one of many park orbits, where the call remains until it is answered.

To park a call in orbit, perform the following steps.

1. While on the call, press *INTERCOM* and dial *, or press *TRNS/CONF* if it is an intercom call.
2. Dial code for park orbit (910 to 999 for orbit 1099).

3. Remember the code for later use or make it known to those who need to know it in order to retrieve the call.

To park a call using a programmed PARK button, while on the call, press *PARK*. The system then places the call in a preselected park orbit and lights the PARK light.

To retrieve a call that was placed on hold in the system (parked), perform the following steps.

1. Press *INTERCOM*.
2. Dial #.
3. Dial the code for the orbit (910 to 999 for orbit 1099), or press the programmed *PARK* button.

4.5.2 HANDLING PARK RECALLS

When a parked call times out of the system, it returns to your endpoint in the form of a park recall (you hear four short tone bursts at 12-second intervals).

To answer a park recall, select *Answer*. The system then connects the call to your station.

To place a park recall on hold at your station, select *Hold*. After the call remains on hold for a period of time, the system rings the call back to your endpoint as a hold recall.

To re-park a park recall and restart the park timer, answer/retrieve call. Then select *Park* (the system places the call back in its original park orbit where it remains until it is answered or recalls again).

A Park Recall

4.6 Transferring Calls

There are 5 different transfer options available:

- screened transfer—you announce the call prior to transfer,
- unscreened transfer—you transfer without a call announce,
- hot transfer—call announce prior to transfer, receiving party does not have to pick up handset (for hands-free users),
- quick transfer (with call announce)—automatic transfer and call announce without pressing TRNS/CONF, and
- quick transfer (without call announce)—automatic transfer, no call announce, without pressing TRNS/CONF.

The following table summarizes each option and the situation for which it is best suited.

Call Transferring Summary			
Transfer Option	**Best Suited For**	**Sender's Actions After Answering Original Call**	**Delivery Method of Transferred Call**
Screened Transfer	Normal transfers that require introduction.	1. Press TRNS/CONF 2. Dial Extension 3. Announce Call 4. Disconnect	Normal intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing also follows the transfer.
Unscreened Transfer	Expected transfers that need no introduction.	1. Press TRNS/CONF 2. Dial Extension 3. Disconnect	Normal intercom ringing (two short bursts).

Call Transferring Summary (Continued)			
Transfer Option	**Best Suited For**	**Sender's Actions After Answering Original Call**	**Delivery Method of Transferred Call**
Hot Transfer	Personnel who must receive speakerphone calls in a hands-free mode.	1. Press TRNS/CONF 2. Dial Extension 3. Announce Call 4. Press TRNS/CONF 5. Disconnect	Transfer introduction followed directly
Quick Transfer (with intro)	Normal transfers from attendants and operators who handle a large number of incoming calls which require transfer.	1. Dial Extension 2. Announce Call 3. Disconnect	Intercom ringing (two short bursts) and the introduction of the call; if answered in speakerphone mode, ringing also follows the transfer.
Quick Transfer (without intro)	Expected transfers from attendants and operators who handle a large number of incoming calls which require transfer.	1. Dial Extension 2. Disconnect	Normal intercom ringing (two short bursts)

4.6.1 SCREENED TRANSFERS

You can answer a call at your endpoint and transfer it to another station. If you first identify the caller to the party receiving the transfer (giving that user the opportunity to prepare for the call), you have made a screened transfer.

To screen and transfer a call to another endpoint in the system, perform the following steps.

1. Answer the call.
2. Press the *TRNS/CONF* button or select *Transfer* (call is automatically placed on hold).
3. Dial the extension number of the endpoint you want to receive the transfer, or press a DSS/BLF button for that extension.
4. Announce the call when intercom party answers.
5. Press *SPEAKER* to disconnect (if in speakerphone mode), or hang up.

The intercom party then has the call (if they answered the screened transfer with the handset). If you announce the transfer over the speaker, the intercom party's telephone rings with the transferred call after you hang up.

If the intercom party is busy, take one of the following steps (if made available at your endpoint by installer programming).

- Select *Reconnect* to reconnect the call to your station.
- Select *Message* to leave a message-waiting indication at the called station.

- Select *Callback* to camp-on at the called station.
- Select *Voicemail* to connect the caller to the busy party's Voicemail.

If the intercom party does not answer their endpoint when ringing, take one of the following steps.

1. Select *RECONNECT* to reconnect the call to your station.
2. Select *MESSAGE* to leave a message-waiting indication at the station.
3. Select *CALLBACK* to leave a message-waiting indication at the station.

4.6.2 UNSCREENED TRANSFERS

You can answer a call at your LCD speakerphone and transfer it to another telephone. If you transfer the call without first announcing it, you have made an unscreened transfer.

To transfer an unscreened call to another system endpoint, perform the following steps.

1. Answer the call.
2. Press *TRNS/CONF* or select *Transfer* (call is automatically placed on hold).
3. Dial the extension number of the endpoint you want to receive the transfer, or press a DSS/BLF button for that extension.
4. Press *SPEAKER* to disconnect (if in speakerphone mode), or hang up. The transfer then rings at the called endpoint.

***Note**: Unscreened transfers ring at busy endpoints and wait to be answered.*

If an unscreened transfer call is not answered and recalls to your endpoint, you can take one of the following steps:

- Press the *HOLD* button or select *HOLD* to place the call on hold at your endpoint.
- Select *ANS* to return to the call.
- Select *SEND* to retry the transfer.

4.6.3 HOT TRANSFER

A hot transfer is a type of screened transfer. This feature is useful for transferring calls to people who need to work in a hands-free mode. Once you announce the call and the system completes the transfer, the party receiving the transfer can simply begin speaking toward their speakerphone to answer the call.

To make a hot transfer to another endpoint in the system, perform the following steps.

1. Answer the call.
2. Press *TRNS/CONF* or select *Transfer* (the system automatically places the call on hold).
3. Dial the extension number of the endpoint you want to receive the transfer, or press a DSS/BLF button for that extension.
4. Announce the call.
5. Press *TRNS/CONF* or select *Transfer*.
6. Press *SPEAKER* to disconnect (if in speakerphone mode) or hang up. The person receiving the transfer then has the call.

4.6.4 QUICK TRANSFER

When the installer programs the quick transfer method on your endpoint, you can deliver an automatic transfer of an incoming line call without pressing the TRNS/CONF button.

To do a quick screened transfer, perform the following steps.

1. Answer the call.
2. Dial the intercom number for transfer location.
3. When party at transfer location answers, announce the call.
4. Hang up, select *RELEASE*, or press the *SPEAKER* button.

To do a quick unscreened transfer, perform the following steps.

1. Answer the call.
2. Dial the intercom number for transfer location.
3. Hang up, select *RELEASE*, or press the *SPEAKER* button.

5. NONVERBAL MESSAGING

5.1 LCD Message Delivery

You can set system-supplied messages at your station to be received and displayed by a calling LCD speakerphone.

To turn on a message from your endpoint, perform the following steps

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT*.
4. Select *LCD MESSAGING*.
5. Select the message you would like to appear in a calling party's LCD by selecting the corresponding interactive button. In addition to the five options shown below, there are 25 more options available to be programmed.

   - Select *Back at* and enter the time you will be back to display this information on the LCD display.

     For example: dial #00 01 29 0405 for the time 01:45.

   - Select *Call to* and enter the extension number to call to display Call and the extension number on the LCD display.

     For example: Dial #0907081502
     0000 for the number 978-2200.

   - Select *out to lunch* to display this on the LCD display.
   - Select *Take a message* to display this on the LCD display.
   - SELECT *I will call back* to display this on the LCD display.

6. Select *EXIT*.

To turn off the message and your intercom light, select *CLEAR*.

Dialing Code Table				
Character	**Dialing Code**		**Character**	**Dialing C ode**
1	01		8	08
2	02		9	09
3	03		0	00
4	04		space	12
5	05		-	15
6	06		:	29
7	07			

LCD Message List		
Dial Code	**Message**	
01	Back at	(default message 1)
02	Call	(default message 2)
03	Ask them to hold	(default message 3)
04	Take a message	(default message 4)
05	I will call back	(default message 5)
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		

5.2 Message Waiting Light and Messaging

If the system installer programs your EP100G-L12/EP100G-I12 to allow message-wait originate, you can turn on the message-waiting light of any other endpoint.

To turn on the message-waiting light (and a broken dial tone, if installer programmed) at another station that is idle or busy, perform the following steps.

1. Press *INTERCOM*.
2. Dial **3*.
3. Dial the extension number or press a DSS/BLF button of the station you want to alert. The message-waiting light of called station then flashes.

You can also turn on the message-waiting light and broken dial tone at another station when that station is busy.

1. Hear the busy tone and remain on the line.
2. Select *MESSAGE*.
3. Hang up.

To turn off the message waiting light at a busy or idle station, perform the following steps.

1. Press *INTERCOM*.
2. Dial *#3*.
3. Dial the extension number or press a DSS/BLF button of station that was alerted. The message-waiting light of called station then turns off.

To turn off the message-waiting light during message-delivering conversation, press *INTERCOM* once if off-hook, or twice if on-hook.

To receive a message at an alerted station, perform the following steps.

1. Observe the flashing message waiting light and the LCD message indicating who called for you.
2. Select *CALL* to dial the messaging station automatically.
3. Select *CLEAR* to clear the message from your station.

Receiving a Message

5.3 Response Message Delivery

By programming one or more RESPONSE MESSAGE buttons on your LCD speakerphone, you can respond with a variety of messages to many calling situations. A scrolling RESPONSE MESSAGE button allows you to select from several different messages which have been programmed by the system attendant. A fixed RESPONSE MESSAGE button sends the same message you previously selected each time you press it. (See Section 6.5, *Response Message Button* for instructions on programming a dedicated RESPONSE MESSAGE button.)

To send an LCD message when you call and receive busy signal or no answer, perform the following steps.

1. While still on the call, press the appropriate *RESPONSE MESSAGE* button to send a preselected message to the other endpoint,
2. If a scrolling Response Messaging was programmed, continue to press the *RESPONSE MESSAGE* button and dial # when your display shows the message you wish to send.

To send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD endpoint, perform the following steps.

1. Hear the SOHVA tone or voice announcement in your handset or headset.
2. Press the appropriate fixed *RESPONSE MESSAGE* button to send a preselected message to the calling endpoint.
3. If a scrolling Response Messaging was programmed, continue to press the *RESPONSE MESSAGE* button and dial # when your display shows the message you wish to send.

6. PROGRAMMING

6.1 DSS Numbers

Storing another station extension number at a DSS/BLF programmable location allows you to monitor that station, dial with the press of one button, or pick up or hold calls at that station quickly and conveniently.

***Note**: Storing DSS numbers at button locations overwrites any previously-stored numbers.*

To store an intercom number as a DSS number, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the DSS option appears.
4. Select *DSS/BLF*.
5. Press a programmable button to choose DSS/BLF button location.
6. Dial the extension number.
7. Repeat the previous steps, or select *EXIT*.
8. Press *SPEAKER* to end.

6.2 Speed Dial Numbers

Speed dialing is a feature that lets you store and dial frequently called numbers using one or two buttons. You can store numbers for speed dialing at any programmable button that is not now assigned as a line button or other feature by the system administrator or installer. You can also store speed dial numbers at the keypad numbers. .

Speed Dial Options

DSS/BLF Buttons:
Press button of desired endpoint to dial directly.

Keypad:
Dial desired number for personal speed dial
OR
Dial * and number for system speed dial.

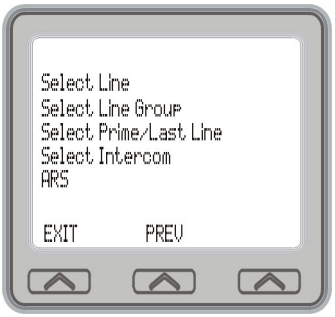
CAUTION

The Federal Communications Commission (FCC) requires that when programming emergency numbers and/or making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evening.

To store an outside number as a speed dial number, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Speeddial option appears.
4. Select *Speeddial* to choose speed dial programming.
5. Press a programmable button or dial pad button (09) to choose storage location (remember, to access second level storage at a programmable button, press *SHIFT* first).
6. Select *EDIT*.
7. Make your speed dial route selection choice from the list on the LCD by pressing the appropriate button.
   - Press a line button to select an outside line,
   - Dial *00* to select prime line or last line used.
   - Dial *01* to *16* to select line group.
   - Press *INTERCOM* button or dial *8* to select intercom.



Selecting Line or Intercom

***Note**: You may need a pause between numbers to compensate for differences in response time between your system and the host system (ask your system administrator about this). To store a pause, press* HOLD*, then continue dialing. If your system is behind a host system that needs a hook flash to access a feature, press* TAP *to store a hook flash, then continue dialing.*

8. Dial a number (up to 16 digits long, including * and # if needed).
9. Select *DONE* to store the number.
10. Repeat the previous steps until all numbers are stored, or select *EXIT*.
11. Press *SPEAKER* to end.

Dialing a Speed Number

6.3 Feature Access Codes

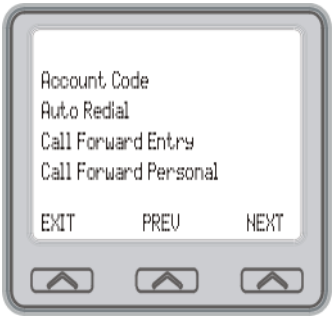
In addition to the system features which may be programmed using the interactive buttons, several other features may be programmed by using their access codes. The feature codes are programmed like speed dial numbers and can occupy the same programmable buttons on your endpoint. Access codes are listed in Section A, *Feature Access Codes*.

To store a system feature access code, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Feature Button option appears.
4. Select *Feature Button*.
5. Select the programmable button where you want to store the feature. (Remember, if there is anything else programmed at this button, the new programming overwrites it). For help in

selecting a button, select *Show Empty Locations* to display unused feature buttons (green lights). To display all feature buttons (used and unused, (red lights), select *Show All Locations*.

6. The speakerphone now displays a list of features which you can scroll through by selecting *NEXT*.
7. Select the feature you want to assign to the programmable button.
8. Repeat the previous steps until all numbers are stored.
9. Select *EXIT*.
10. Press *SPEAKER* to end.



To clear a feature button assignment, repeat the previous procedure, but select *EXIT* once you have selected the feature button.

As you program numbers, fill in the identification strips on your endpoint as well as in the following tables.

Speed Dial Numbers, Features, or DSS/BLF Locations (Programmable Buttons)			
1		13	
2		14	
3		15	
4		16	
5		17	
6		18	
7		19	
8		20	
9		21	
10		22	

Speed Dial Numbers, Features, or DSS/BLF Locations (Programmable Buttons)			
11		23	
12		24	

Personal Speed Dial Numbers (Keypad Buttons)			
1		6	
2		7	
3		8	
4		9	
5		0	

6.3.1 LCD FEATURE BUTTONS

You can create feature access buttons to make operation easier. To do this, use the interactive buttons to select the feature you want to store, and then store it on a programmable button (see Section 6.3, *Feature Access Codes*).

- **Account Code** (Account Code) allows you to enter an account code for call record purposes.
- **Auto Redial** (Auto Redial) allows you to redial the last dialed number.
- **Authorization Entry Code** (Authorization Entry) allows you the mobility to use your class of service features, prime line assignments, and exception numbers on any telephone in the system.
- **Auxiliary Pager** (APAGE) selects external pager operation through the auxiliary jack (EP100G-L12 only).
- **Auxiliary Recorder** (ARECD) selects tape recorder operation through the auxiliary jack (EP100G-L12 only).

- **Auxiliary Ringer** (ARING) selects auxiliary ringer operation through the auxiliary jack (EP100G-L12 only).
- **Background Music** (MUSIC) allows you to enable or disable background music; also allows you to choose from two preprogrammed music sources.
- **Call Forward All** (Call Forward All) allows you to forward all of your calls to another endpoint.
- **Call Forward Outside System** (CFOS) allows you to forward incoming or transferred calls to telephone numbers outside the system.
- **Call Forward Personal** (Call Forward Personal) allows you to forward all of your prime line calls to another endpoint.
- **Call Forward Ring No Answer All** (Call Forward RNA All) allows you to forward all calls that ring at your station but receive no answer after a preprogrammed number of rings.
- **Call Forward Ring No Answer Personal** (Call Forward RNA Personal) allows you to forward all prime line calls that ring at your station but receive no answer after a preprogrammed number of rings.
- **Camp-On With Automatic Call Back** (CAMP) allows you to camp on to a station. The system calls you back as soon as the called station becomes idle or occupied.
- **Camp-On (Call Waiting)** (CAMP) when calling a busy station, this feature allows you to send a call waiting tone to the station and to wait on-line for a reply.
- **Clear Feature** (CLEAR) clears a currently active or engaged feature.
- **Do Not Disturb** (DND) prevents other endpoints from ringing your endpoint.
- **Executive Override** (Executive Override) allows overriding a call or a Do Not Disturb condition at another endpoint.

- **Group Listen** (Group Listen) allows others to hear a conversation over the endpoint speaker while you use the handset or headset; the distant party can hear only the conversation transmitted through the handset or headset microphone.
- **Headset** (Headset) allows you to use the Headset.
- **Meet Me** (Meet-Me) provides the capability for you to page with the instruction to meet you on line.
- **Message Wait** (Message Wait) allows you to be notified that there is a message waiting.
- **Page Zone** (Page Zone) provides one-button access to paging.
- **Park Orbit** (Park Orbit) parks calls in preselected park orbit.
- **Pick-Up Direct** (Pickup Direct) allows you to pick up a call ringing elsewhere in your system.
- **Pick-Up Group** (Pickup Group) allows you to pick up a call ringing in your group.
- **Privacy Release** (Privacy Release) allows other endpoints which share a line appearance for current call to join.
- **Response Messaging** (Response Messaging) allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from another LCD endpoint.
- **Saved Number Redial** (Saved Number Redial) redials the last number saved
- **Service Observe** (Service Observe) allows you to monitor a conversation or activity at another endpoint in an undetected manner.
- **Tracker Paging System** (Tracker Access) allows you to enter tracker pager numbers, pickup a tracker page, and either enable and/or disable a pager number.
- **Voice-Announce Block** (Voice Announce Block) blocks voice announcements.

- **Volume Save** (Volume Save) allows the preset volume level to be saved.

Programming of the feature access buttons may require several selections involving many LCD screens. If an abbreviation used is not familiar to you, refer to Section B, *Display Abbreviations*.

To create a feature access button, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Feature Button option appears.
4. Select *Feature Button*.
5. Select the *Feature Level interactive* button to toggle between 1 and 2.
6. Select one of the three options.
   - *Show Empty Locations* - green lights
   - *Show All Locations* - red lights
   - *Feature Level*
7. Select the button you want to assign as a feature button.
8. Select the feature you want to assign to by selecting the corresponding interactive button. Select *NEXT* to scroll through the list of available features.
9. Repeat steps 1 through 7 for other features.
10. Select *EXIT* to end programming.

To clear a feature button assignment, repeat the previous procedure, but select *CLEAR* before selecting the storage location button.

6.4 Reminder Alert

You can set up to two reminder alerts to sound at your LCD so that you remember important regular events or occasional events.

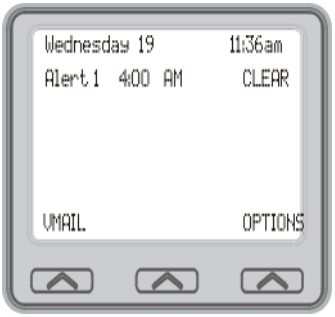
To set a reminder alert at your endpoint, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Reminder Alert option appears.
4. Select *Reminder Alert*.
5. Select *Reminder Alert 1* or *Reminder Alert 2* to select an available alert designation; if you have already programmed an alert for 1, select 2 to set a second alert condition.
6. Dial the reminder time using the numbers on the dial pad (remember to add a zero [0] before single digit times: 01 for one o'clock, 02 for 2 o'clock, etc.)
7. Toggle the interactive button between *AM* or *PM*.
8. Select the Reminder Alert interactive button to select *ON*.
9. Select *EXIT*.

When an alert sounds at the set time, you hear four short tone bursts, which continue until you act upon them. If you are not at your station to hear the alert when it sounds, your endpoint's ring tone changes to the alert tone for every incoming call until you respond to the alert.

To respond to an alert after it sounds, choose one of the following.

- Select *CLEAR* to turn off the alert.
- Select *SET* to reset the alert for the same time the following day.



6.5 Response Message Button

You may program a *RESPONSE MESSAGE* button, which allows you to send an LCD message to a caller who has initiated a SOHVA or intercom call from another EP100G-L12, or to send an LCD message to another EP100G-L12/EP100G-I12 that you call and receive a busy signal or no answer.

To store a fixed RESPONSE MESSAGE button (delivers the same message each time it is pressed), perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Feature Button option appears.
4. Select *Feature Button*.
5. Select the programmable button you wish to use as a response message button.
6. Select *NEXT* until the Response Message option appears.
7. Select *Response Message*.
8. Select from the list of displayed messages. Select *NEXT* to scroll through the list of messages. If you use the *Back at* or *Call* options add to them as follows:
   - For the *Back at* message, dial the code for the time numbers and colon from dialing codes table.

For example, dial #0001290405 for time 01:45.

- For the *Call* message, dial the code for endpoint number where you can be reached.

  For example, dial #090708150202
  0000 for number 978-2200).

9. Repeat steps 5 through 8 for other features, or select *EXIT* to end programming.

7. OTHER ADVANCED FEATURES

7.1 Background Music

If the telephone system supplies background music, you can turn it on at your LCD speakerphone while on-hook and idle. The system automatically turns background music off during calls and voice announcements.

To turn the music on, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *Background Music*.
4. Select the *Background Music* interactive button and toggle between *1* or *2*.
5. Select *EXIT*.
6. Adjust the music volume with the volume buttons.

To turn the music off, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *Background Music*.
4. Select the Background Music interactive button and select *OFF*.
5. Select *EXIT*.

7.2 Line Groups

Some systems have telephone lines arranged into line groups which may be accessed for outside calling instead of selecting an individual line button.

If your system has line groups, access them as follows.

1. Press *INTERCOM*.
2. Dial the desired line group access code.

Line Group Access Codes		
Line Group	**Default Code**	**Active Code ***
1	9	
2 through 11	80 through 89	
12 through 16	60 through 64	

*If your system administrator has reassigned your line group access codes, write them here for future reference.

3. Listen for an outside dial tone.
4. Dial the desired number.
5. Lift the handset to talk.

7.3 Do Not Disturb Condition

This feature keeps calls from ringing at your LCD speakerphone and makes your station appear to be busy to intercom calls. As a reminder, a station that is set in Do Not Disturb mode displays this information on the LCD.

To enable DND, proceed as follows.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *Do Not Disturb*.
4. Select Do Not Disturb interact button to toggle between *ON* and *OFF*.
5. Select *EXIT*.

To disable the DND condition, REPEAT the previous procedure, but select *OFF* instead of *ON* at step 4.

To set a Do Not Disturb condition at your endpoint when a call rings at your station, perform the following steps.

1. Hear ringing and notice the incoming call information in display.
2. Select *OPTIONS*.
3. Select *Programming*.
4. Select *Do Not Disturb*.
5. Select the *Do Not Disturb* interact button. Ringing stops, the caller hears the do not disturb tone, and your endpoint remains in DND until you disable the feature.
6. Select *EXIT*.

7.4 Automatic Redial

If your station has the multiple automatic redial feature enabled, you can place up to ten numbers in your endpoint's redial queue.

***Note**: The AUTOMATIC REDIAL button must be programmed by your system installer or system administrator. Individual users cannot program this feature.*

To use the automatic redial feature to redial a busy or unanswered number, perform the following steps.

Initiating Auto Redial

1. While on the call, select *Auto Redial* or press the *AUTOMATIC REDIAL* button programmed by your installer.
2. The system repeatedly dials the number until you cancel the feature or the system has dialed the number a preprogrammed number of times (determined by your system installer).

   The AUTOMATIC REDIAL light flashes between redials and turns on steady during redialing.
3. If your installer has enabled answer supervision on your line, the system automatically cancels automatic redialing and turns the AUTOMATIC REDIAL light off.

   If answer supervision is NOT enabled, select *Auto Redial* or the programmed *AUTOMATIC REDIAL* button while on the call to cancel automatic redialing,
4. If your system installer has enabled the redial multiple numbers feature, you can have up to ten numbers in your redial queue. To add numbers to your redial queue, repeat step 1.

To scroll through numbers in your redial queue if your endpoint is currently idle, perform the following steps.

1. Select *Auto Redial* or the programmed *AUTOMATIC REDIAL* button. The display shows the last number dialed.
2. Choose one of the following:
   - Select *REMOVE* to remove the number from the redial queue.
   - Select *NEXT* to scroll to the next number in the queue.
   - Select *EXIT* to exit from the redial queue.

To interrupt the redialing procedure so that you can scroll through numbers in your redial queue, perform the following steps.

1. While your endpoint is in the process of dialing a number, select *Auto Redial* or the programmed *AUTOMATIC REDIAL* button twice. This treats the number as answered, cancels automatic redialing for that number, and puts the number back in the automatic redial queue. The display shows the last number dialed.
2. Choose from one of the following.
   - Select *REMOVE* to remove the number from the redial queue.
   - Select *NEXT* to scroll to the next number in the queue.
   - Select *EXIT* to exit from the redial queue.

To cancel the automatic redial feature, choose one of the following.

- Perform any user activity at the station (go on-hook, select the speaker button, etc.),
- Dial *#72* to delete all numbers from the redial queue,
- Select *Auto Redial* or the programmed AUTOMATIC REDIAL button while the number you wish to remove from the redial queue is ringing.

7.5 Tracker Paging System

When installed with your system, the Tracker Paging System option allows you to send call back and parked call messages to Tracker pagers assigned to station extension numbers. Along with the parked call message, the system parks the call in orbit for retrieval by the paged party. The type of message that the system delivers (either alphanumeric or numeric-only) is dependent upon the Tracker pager model in use at the station. When outside callers call into a system that has both a Tracker Paging option and a voice mail option installed, the system gives these callers the option of either leaving a message or tracking the person that they are calling.

To track a called party after receiving a ring no answer, perform the following steps.

1. Make an intercom call to someone and receive no answer.
2. Select *TRACK*.
3. Hear the confirmation beep (tracker page accepted) or hear a busy tone (tracker page not accepted).
4. Press *SPEAKER* to end.

To track a called party without first calling them, perform the following steps.

1. Press *INTERCOM* and dial **8*.
2. Dial the extension number or select the *LIST NAMES* interactive button. The LCD display shows several letters beside each interactive button. Select the interactive button next to the letter of the person's name whom you wish to call. The LCD display shows the first existing name to match to the letters you selected, or shows a *No Name Match* message if the system cannot find a match.

   ***Note**: All the names starting with the letters you selected appear, but they are not in alphabetical order.*
3. Select *NEXT* to display the subsequent names in the index until you reach the name you need.
4. Hear the confirmation beep (tracker page accepted) or hear a busy tone (tracker page not accepted).
5. Press *SPEAKER* to end.

To use Tracker to transfer a call to a park orbit for retrieval and transmit the calls park orbit code and caller ID information (if available), perform the following steps.

1. Answer the call and select *Transfer*.
2. Dial the extension number.

3. If the called station does not answer or is busy, select *TRACK*.
4. Hear a confirmation beep (tracker page accepted) or hear busy a tone (tracker page not accepted).
5. Press the *SPEAKER* button to end.

   ***Note**: Tracker parked calls recall to your station after a pre-programmed time-out. You can either place the call into another Tracker page orbit or retrieve the call.*

To retrieve a call that you parked using the Tracker option, perform the following steps.

1. Press *HOLD* button to scroll your held calls (display shows *PAGE* and extension number of each parked call).
2. Press *TAP* to retrieve the displayed parked call.

If you receive a parked call message on your Tracker pager, perform the following steps.

1. Go to any system station.
2. Press *INTERCOM*.
3. Dial the Tracker pager orbit code (*#800* to *#899*).
4. Retrieve the call.

To enable or disable a Tracker pager at your station, perform the following steps.

1. Press INTERCOM.
2. Dial *#07* to enable, or dial *#06* to disable.
3. Press *SPEAKER* to end.

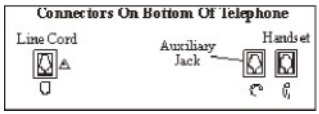
7.6 Auxiliary/Headset Jack

The EP100G-L12 speakerphone is equipped with an auxiliary jack that provides an interface for a headset, a tape recorder, an external ringer, or an external pager. You must program one of its programmable buttons to serve as an enable/disable button for each auxiliary device you plan to connect. The system activates only the device that it identifies in the display, and activates only one device at any time.

The EP100G-I12 speakerphone is equipped with an auxiliary jack that provides an interface for a headset only. You must program one of its programmable buttons to serve as an enable/disable button for the headset.

The following modes are programmable with the auxiliary jack. ***Note**: The recorder, external ringer, or pager requires external power.*

- The headset mode allows you to operate your endpoint with a headset instead of as a speakerphone, available with both the L12 and I12 models. ***Note**: This is the only auxiliary option available on the EP100G-I12.*
- The recorder mode allows you to send your voice and that of the distant party to a tape recorder, available with the EP100G-L12 only.
- The ringer mode allows an external speaker to sound the ringing of your endpoint, available with the EP100G-L12 only.
- The pager mode allows an external paging device to sound all voice announcements (all-call, zone paging, voice announced intercom calls) sent to your endpoint. This is available with the EP100G-L12 only.



Auxiliary Jack Location

Program the enable/disable buttons (at any blank programmable button location) as follows.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Feature Button option appears.
4. Select *Feature Button*.

5. Press a blank programmable button location to serve as enable/disable button for the feature you have selected.
6. Select *NEXT* until the auxiliary feature you want to program appears.

   - *APAGE* to choose a pager (EP100G-L12 only).
   - *ARECD* to choose a recorder (EP100G-L12 only).
   - *ARING* to choose an external ringer (EP100G-L12 only).
   - *Headset* to choose a headset.
7. Return to previous steps to add another device, or select *SPEAKER* to quit.

To enable an inactive auxiliary mode, select its *enable/disable* button. The system turns on the light associated with button and displays the feature on the LCD.

To disable an active auxiliary mode, select its *enable/disable* button. The system turns off the light associated with button and removes the feature from the LCD.

CAUTION

With the exception of a headset microphone, do not connect the audio output of any external device to the auxiliary jack. Also, do not connect the tip and ring leads of a telephone line to the auxiliary jack. Do not connect any devices to the auxiliary jack other than those listed in this section as applicable to your model.

7.7 Account Codes

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code after answering a call.

To enter an account code on an incoming call, perform the following steps.

1. If available, press your programmed *ACCOUNT CODE* button (the system does not interrupt the call in progress).
2. If this feature is not available, press *INTERCOM* and dial **04* (the system automatically places the call on hold).
3. Dial the account code. Your endpoint automatically returns to the call after you have dialed the complete account code.

If the installer has arranged your system for account code entry, your display may prompt you to enter an account code before dialing. Depending upon how the installer has programmed your system, these account codes may be forced (mandatory) for dialing outside numbers.

To enter account code on an outgoing call, perform the following steps.

1. Dial *9* or other line button (the display prompts for the Account Code if programmed to do so).
2. Press *INTERCOM* (the system automatically places the call on hold).
3. Dial **04* and the account code, or press the programmed *ACCOUNT CODE* button.
4. Listen for dial tone and dial number you are calling.

7.8 Dial By Name

The Dial By Name feature provides an index of names for you to search through. When you select a name in the index, the system automatically dials that person's extension number.

To use Dial By Name, perform the following steps.

1. Select *OPTIONS* to enter the dial by name menu.
2. Select *Internal Dial by Name* interactive button for intercom calling, or select *External Dial by Name* for speed dial calling.
3. Select *ALL* to view all entries or select an interactive button corresponding to the letters in the name you want to locate (for example, dial ABC for Comdial). There is no limit to the number of digits you can dial.
4. The display shows the first existing name match to the dialed digits or shows *NO MATCH* if the system can not find a match.
5. Select *NEXT* to display the subsequent names in the index until you reach the name you need.
6. Select interactive button corresponding to the name you want to call.

7.9 Volume Control

The volume control on your endpoint is a multipurpose control you can use to set the volume (loudness) of the ringer, the speaker, the handset, the headset, background music, and the group listening

mode.

Note: When the call ends, the system resets the loudness of all future calls to the programmed (default) setting. For instructions in setting your endpoint's default volume, see Section 7.10, Changing the Default Volume Control.

7.9.1 SETTING RINGER VOLUME LEVEL

There are four ringer loudness levels (plus an off position). To set these levels, while your endpoint is on-hook and idle, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness you desire. The ringer sounds once for each change as an example of the current setting.

Note: If you set the ringer to the OFF position, your endpoint sounds a short ring burst once for each call you receive at your station while the ringer is off.

7.9.2 SETTING SPEAKER VOLUME LEVEL

There are eight speaker loudness levels. To set these levels for the current call while on a call and in speakerphone mode, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness that you desire.

7.9.3 SETTING HANDSET VOLUME LEVEL

There are at least eight handset loudness levels that you can set for the current call. While on a call and in handset mode, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness that you desire.

7.9.4 SETTING HEADSET VOLUME LEVEL

There are eight headset loudness levels that you can set for the current call. While on a call and in headset mode, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness that you desire.

7.9.5 SETTING GROUP LISTENING VOLUME LEVEL

There are eight group listening loudness levels. To set the level for the current call, while on a call and in the group listening mode, press *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness you desire.

7.9.6 SETTING BACKGROUND MUSIC VOLUME LEVEL

There are eight background music loudness levels. To set the level, while background music is on at your station, press the *VOLUME UP* or *VOLUME DOWN* button once for each change in loudness you desire. This level remains set for background music until you change it again, even if you turn off the feature and then reactivate it.

7.9.7 MUTING YOUR ENDPOINT

By using the MUTE button, you can block transmission of your voice to the distant party. You can do this whether you are using the handset or the speaker.

To mute your endpoint, press *MUTE*. The system turns the mute function and light on. You can still hear the distant party, but they cannot hear you.

To speak to the distant party, press *MUTE* again. The system turns the mute function and light off.

7.10 Changing the Default Volume Control

You can set a permanent loudness level for any volume control setting. The level remains at this volume (referred to as the default setting) until you change the setting.

To set a permanent speaker, headset, handset, or group listening loudness for all future calls,

1. Press *INTERCOM*.
2. Activate the speaker, headset, handset, or group listen mode to be affected.
3. While in that mode, press *VOLUME Up* or *VOLUME Down* button to adjust loudness.
4. Dial ***7* or press programmed *SAVE* button to hold the loudness at the last setting for all future calls (until you change the default again).
5. Repeat this procedure in each mode until you have set all default volume levels.

7.11 Programmed Button Display

7.11.1 BUTTON FUNCTIONS DISPLAY (BUTTON QUERY)

You can cause the display to identify the function of each button on your endpoint.

To button query your endpoint, perform the following steps.

1. Select *OPTIONS*.
2. Select *Programming*.
3. Select *NEXT* until the Button Query option appears.
4. Select *Button Query*.
5. Press the button in question. The system displays the information and holds for few seconds before the endpoint returns to idle.

7.11.2 STATUS OF BUSY LINES AND STATIONS (BUSY DSS/BLF BUTTON INQUIRY)

You can use this feature to identify the station that is busy on a line or the line on which a station is busy.

To identify the station that occupies a busy line, press the DSS/BLF button for busy line. The system displays the intercom number of station that is busy on line.

To identify the line that a busy station occupies, press a DSS/BLF button for the busy station. The system displays the busy station's line number.

7.12 Automatic Set Relocation (EP100G-L12 only)

If your installer has equipped your EP100G-L12 with automatic set relocation, when you move your endpoint to a new location, the system gives you a choice (through a display prompt) as to whether you want to keep your previous programming or use the programming in the new location.

To maintain the extension number and programming features from the old location, perform the following steps.

1. Connect the endpoint line cord to the new jack.
2. Observe the flashing HOLD light and press *HOLD* while the light is still flashing. Your endpoint immediately assumes the features from the previous location.

   ***Note**: If you do not select a button after installing the endpoint, the system automatically defaults to the programming from the previous location*.

To assume the extension number and programming features from the new location, perform the following steps.

1. Connect the endpoint line cord to the new jack.
2. Observe the flashing HOLD light and dial # while the light is still flashing. Your endpoint immediately assumes the features from the previous location.

7.13 Paging

Your system provides an all-call or a zone page feature that you access by dialing special codes. This arrangement sounds your voice announcement through the endpoint speakers or through an external paging unit.

To send a paging announcement, perform the following steps.

1. Lift the handset.

2. Press *INTERCOM*.
3. Dial *70* through *77* for zones 18.

   ***Note**: Zone 1 (code 70) provides an all-call function in the default mode.*
4. Make your announcement.
5. Remain on the line if awaiting a reply (known as a Meet-Me page), or hang up the handset.

At times other users may page you with instructions to meet them on line—this is known as a Meet-Me page. You can go to the nearest telephone, dial a code, and be in contact with the paging party.

To reply to a Meet-Me page, perform the following steps.

1. *LIFT* the handset of the nearest telephone.
2. Press *INTERCOM*.
3. Dial *78* to meet paging party on line.

7.14 Viewing The Call Log

The Call Log feature allows you to view the last 10 outgoing calls made from your endpoint. If you have caller ID, the LCD also displays incoming calls. Incoming calls are designated with an I next to the number and outgoing calls are designated with an O.

To view the call log, perform the following steps.

1. Select *OPTIONS*.
2. Select *Call Log*.

   The LCD displays the last 10 phone numbers you dialed (or the numbers that called you, if you have caller ID). Incoming calls are designated with an I to the left of the number and outgoing calls are designated with an O.

3. To scroll through the lists of numbers, press the *NEXT* or *PREV* buttons.
4. To display the time of a call, press the corresponding button to the right of the LCD.
5. Press *EXIT* when you are done.

APPENDIX A FEATURE ACCESS CODES

This chart provides you with a quick reference guide of the feature dialing codes. If you wish, you can detach these pages and keep them near your endpoint to serve as a stand alone reference. In the Section 6.3, *Feature Access Codes*, a method is described to program these codes to a button on your station.

***Note**: The dialing codes provided in this table are default values. Your system installer has the ability to renumber these codes*

Feature	Enable Code	Disable Code
Account Code	INTERCOM + *04 + account code	
All Call	INTERCOM + 70	
Attendant Calling	INTERCOM + 0	
Authorization Code	INTERCOM + #08 + authorization code	
Automatic Callback and Call Waiting	INTERCOM + *6	INTERCOM + #6
Background Music	INTERCOM + 11 or 12	INTERCOM + #1
Call Divert Station	INTERCOM + *55 + extension number	
Call Forward, Personal	INTERCOM + *51 + extension number	INTERCOM + #5
Call Forward, Ring-No Answer, All Calls	INTERCOM + *54 + extension number	INTERCOM + #5
Call Forward, Ring-No Answer, Personal Calls	INTERCOM + *53 + extension number	INTERCOM + #5
Call Forward, All Calls	INTERCOM + *52 + extension number	INTERCOM + #5

Feature (Continued)	Enable Code	Disable Code
Call Park, Orbit 910-990	INTERCOM + * + 910 to 999	
Call Park, Pickup	INTERCOM + # + 910 to 999	
Call Pickup, Directed	INTERCOM + *4 + extension number	
Call Pickup, Group	INTERCOM + #4	
Clear Major Alarm Ring	INTERCOM + #09	
DISA Access	Installer Assigned	
Do Not Disturb	INTERCOM + #01	INTERCOM + #01 (repeat)
Do Not Disturb Override	extension number + *03	
DSS Programming	INTERCOM + **3	
Executive Override	extension number + *03	
Hold, Manual	HOLD	
Hold, Exclusive	HOLD + HOLD	
Hold, Directed	INTERCOM + *90	
Hold, Directed Pickup	INTERCOM + #90	
LCD Messaging	INTERCOM + *02 + message	INTERCOM + #02
Line Group 1	INTERCOM + 9	
Line Groups 2-11	INTERCOM + 80 to 89	
Line Groups 12-16	INTERCOM + 60 to 64	
Line Pick Up From Any Station, Zones 1-4	INTERCOM + 65 to 68	

Feature (Continued)	Enable Code	Disable Code
Line Pick Up From Any Station, All Zones	INTERCOM + 69	
Meet-Me Answer Page	INTERCOM + 78	
Message Waiting	INTERCOM + *3 + extension number	INTERCOM + #3 + extension number
Message Wait Retrieval	#00	
Operator Access	INTERCOM + 0	
Paging, All Call	INTERCOM + 70	
Paging, Zones 2-8	INTERCOM + 71 to 77	
Paging, Meet-Me	INTERCOM + 78	
Park Orbit Retrieve	INTERCOM + # +	
910 to 999		
Park Orbit Send	INTERCOM + * +	
910 to 999		
Personal Ringing Tones	INTERCOM + **4 + tone code (1 to 8)	
Redial Last Dialed Number	#	
Remote Station Disable	INTERCOM + *05 + extension number	INTERCOM + #05 + extension number
Response Message	INTERCOM + **6 + button + 01 to 30	
Service Observing	INTERCOM + #03 + extension number	
Speed Dial, Station	Keypad 1, 2, 3, 4, 5, 6, 7, 8, 9, or 0.	
Speed Dial, System	*100 to *599	

Feature (Continued)	Enable Code	Disable Code
Speed Dial, Programming	INTERCOM + **1	
Station Lock	INTERCOM + #04 + code	
Volume Save	INTERCOM + **7	
Voice-Announce Block	INTERCOM + *2	INTERCOM + #2

The following table details several unique dialing codes that are only applicable to single line proprietary and industry-standard telephones.

Feature Enable Code	Pick Up Last Line*08
Pick Up Last Line	*08
Broker's Call	*07
Speed Dial Access Code	*01
Saved Number Redial	*06
Dial Saved Number	*09
TAP dialing Code	##

APPENDIX B DISPLAY ABBREVIATIONS

This table identifies the interactive button abbreviations that appear in your display.

Abbreviation	Feature	Definition
ACCT	Account Codes	Stores a button that enables account code entry.
ALERT	Set Reminder	Sets two reminder alerts that sound at your station at specified times.
ALL	All Calls Forward	Routes all of your calls to a different station location.
ANS	Answer	Answers any call ringing at your station.
APAGE*	Auxiliary Pager	Stores a button that selects auxiliary paging speaker operation through the auxiliary jack.
ARECD*	Auxiliary Recorder	Stores a button that selects tape recorder operation through the auxiliary jack.
ARING*	Auxiliary Ringer	Stores a button that selects auxiliary ringer operation through the auxiliary jack.
ARDL	Automatic Redial	Redials a busy call once a minute for 10 minutes.
BKSP	Backspace	While programming a speed dial number, erases an incorrect entry.
CALL	Call	Calls a station that turned on your message waiting light.

Abbreviation	Feature	Definition
CAMP	Camp On	Calls you when busy station becomes idle. When chosen as a feature, stores a button that enables the function.
CFWD	Call Forward	Forwards all of your calls to a different station location. When chosen as a feature, stores a button that enables the function
CALLBK	I Will Call Back	Responds to a SOHVA call with a non-verbal message.
CLEAR	Clear Features	Stores a button that clears a currently active or engaged feature.
CLR	Clear	Cancels a call forward condition.
CONF	Conference	Establishes a conference.
DARK	Dark (contrast)	Makes LCD screen darker.
DISP	Display	Adjusts the contrast of your LCD screen.
DND	Do Not Disturb	Makes your station appear busy to other stations. When chosen as a feature, stores a button that enables the function.
DSS	Direct Station Select	Stores a personal intercom number at a DSS button.
EXIT	Exit Selection	Ends a current programming session.
EXT	Speed Dial By Name	Selects speed dial numbers to access through the dial by name interface.

Abbreviation	Feature	Definition
FEAT	Feature	Presents several different features you can store at programmable buttons for later use.
GPLSN	Group Listen	When chosen as a feature, stores a button that enables loud speaker broadcast of distant party's voice.
HDSET	Headset	When chosen as a feature, stores a button that enables headset operation.
HAVE HOLD	Ask Caller To Hold	Sends a non-verbal response to a SOHVA caller so they know to place the outside caller on hold.
LIGHT	Light (contrast)	Makes the LCD screen lighter.
MSG	Message	Turns on message waiting light at another station.
MUSIC	Background Music	Turns on the background music at your station. When chosen as a feature, stores a button that enables the function.
NEXT	Next Display	Shows the next display.
NoANS	No Answer/Forward	Forwards calls that ring at your station but receive no answer.
OPTIONS	Options	Selects interactive button features.
OVER	Override	Overrides either a do-not-disturb condition or a busy signal at a station you have called.
PAGE	Paging Zone	When chosen as a feature, stores a button that provides one-button access to paging.

Abbreviation	Feature	Definition
PARK	Park Orbit	When chosen as a feature, stores a button that provides one-button parking of calls.
PCKUP	Pick Up	When chosen as a feature, stores a button that allows you to pick up a call ringing elsewhere.
PERS	Personal	Routes your personal intercom calls to a different station location.
PRIV	Privacy	When chosen as a feature, stores a button that releases privacy for a current call.
QUERY	Button Query	Displays program status of any button.
RECON	Reconnect	Reconnects you to a transferred call.
RING	Ring Tone	Selects different ringing tones.
SAVE	Save Number	Permanently saves last number you dialed. When chosen as a feature, stores a button that provides the function.
SDIAL	Speed Dial	Programs a number for one-button calling.
SEND	Send Transfer	Re-transfers a previously transferred call that returned to your station.
SET	Set Feature	Enables call forwarding.
SOHVA	Secure Off-Hook Voice Announcement	Sends a subdued off-hook voice announcement to another station.
SRC	Music Source	Selects which music source supplies background music.

Abbreviation	Feature	Definition
TAKE MSG	Take A Message	Sends a non-verbal response to a SOHVA caller so they know to take a message from an outside party.
VAB	Voice Announce Block	Inhibits your station from receiving a SOHVA. Also, blocks voice calls sent over the speaker. When chosen as a feature, stores a button that provides the function.

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APPENDIX C SPEAKERPHONE CHARACTERISTICS

When using your EP100G-L12/EP100G-I12, the microphone and loudspeaker are farther away from you than when you use a handset. Both the signal from the loudspeaker and the signal to the microphone must be strengthened.

When microphones and loudspeakers are close together (such as in a speakerphone), additional amplification typically generates an echo or ringing sound (public address systems do this if the volume is too high or the microphone is too close to a loudspeaker).

C.1 Full-Duplex Speakerphone Characteristics

The EP100G-L12/EP100G-I12 speakerphone uses the latest full-duplex speakerphone technology. (Full-duplex technology enables both parties on a speakerphone call to speak simultaneously—half-duplex speakerphones allow only one person to speak at a time.)

At the beginning of each call the endpoint must perform an "echo training" test. To achieve optimum performance from the full-duplex speakerphone, Comdial recommends that each user in turn speak about 10 consecutive words to allow the endpoint to "train" itself. Note that during the echo training test, the speakerphone is operating in half-duplex mode.

***Note**: Pressing any button (mute, hold, etc.) on the EP100G-L12/ EP100G-I12 while in full-duplex mode causes the endpoint to perform the echo training test again. For example, if you press MUTE while in full-duplex mode, when you release the call from mute, the endpoint performs the entire echo training test again. Sudden changes in echo also causes the endpoint to automatically perform the echo training test again.*

C.2 Speakerphone User Guidelines

- During the echo training mode, both parties cannot talk at the same time. You must wait for silence out of your loudspeaker before talking. You must stop talking to hear the other party.
- Background noise may prevent the sound-activated switches from operating properly. Avoid placing the EP100G-L12/ EP100G-I12 where it will detect sounds from keyboards, printers, paging systems, typewriters, and other equipment.
- Speak slightly louder than normal and with a clear, authoritative voice. For the microphone to best detect your voice, speak within three feet of it and face the endpoint.
- Raising the volume of the loudspeaker makes it easier for the sound-activated switches in your endpoint to select the distant party's voice. Lowering the volume of the loudspeaker makes it easier for the switches to select your voice.
- Since the endpoint takes several seconds to provide the best switching, constant sound patterns—such as elongating your words and playing externally-supplied music—may prevent the sound-activated switches from operating properly.
- Place the endpoint on a hard surface and away from table edges. Do not place the endpoint in corners or enclosures. Do not let obstructions come between you and the microphone. Do not create echo changes by moving yourself or objects within several feet of the endpoint. Rooms with hard, flat surfaces that reflect sound may affect the sound-activated switches.
- If you are using a handset and the other party is using a speakerphone, avoid breathing heavily into your microphone. Avoid other sounds that may affect the distant endpoint's sound-activated switches.
- In some situations, such as when either you or the distant party are in a noisy environment, you may have to lift your handset to ensure a clear conversation.

- When both you and the distant party use speakerphones, the sound-activated switches can occasionally detect both voices simultaneously, thus blocking out both voices.

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APPENDIX D FEATURE NETWORKING SUPPORT

The table below shows all the features available on Set 15A and later. It identifies whether each feature is for a local stand-alone system or a system-to-system network. (System-to-system networking connects several DXP, DXP Plus, FXS and FXT systems together in an arrangement that allows unified communications through the system.) Also provided is information on which features Comdial provides remote networking support too.

Feature Name	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Abandoned Hold Release	Terminating	None	Across Network	
Account Code	Both	None	Across Network	Node/ COS
Alarms			Local	Node
A-lead			Local	Node
Alternate Attendant	Terminating	Comdial	Local	Node
ANI (passed across the network but must be enabled per node)	Terminating	Comdial/ QSIG	Local (display telephones)	Node
ANI DNIS (passed across the network but must be enabled per node)	Originating	Comdial/ QSIG	Local (display telephones)	Node

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
ANS Detect	Originating	Comdial	Across Network	
ARS	Both	Comdial	Across Network	Node
	N/A	None	Local	Node
Attendant Programing	Both	Comdial	Local	Node
Authorization Code	Originating	None	Local	Node
Auto Hold	Terminating	None	Across Network	Node
Auto Pause	Terminating	None	Across Network	Node
Auto Redial	Originating	None	Across Network	Node
Aux Line			Across Network	Node
Aux Ring			Local	Node
Block Program			Across Network	Incoming DID Node
Button, Programmable	Both	Comdial	Across Network (with limitations)	Node/ Station
Call Costing	Originating	None	Across Network (with limitations)	Node/ Station
Call Divert	Terminating	Comdial	Local	Node/ Station

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Call Forward Default Forward	Terminating	Comdial	Across Network	Node/ Station
Call Forward All Immediate	Terminating	Comdial	Across Network	Node/ Station
Call Forward All RNA	Terminating	Comdial	Across Network	Node/ Station
Call Pickup Directed	Terminating	Comdial	Across Network	Node/ Station
Call Pickup Group	Terminating	None	Local	Node/ Station
Call Time	Originating	None	Across Network	Node/ Station
Call Transfer	Both	Comdial	Across Network	Node/ Station
Call Waiting Tone	Terminating	None	Local	Node/ Station
Camp On	Terminating	None	Local	Node/ Station
CFOS	Both	None	Local	Node/ Station
Clock Set			Local	Node
Conference	Both	Comdial/ QSIG	Across Network (with limitations)	Station
COS			Local	Node
Day Night Class of Service	Both	Comdial	Local	Node
Delay Hot Line	Terminating	None	Local	Node/ Station

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Dist Ring	Terminating	None	Local	Node/ Station
Dial by Name	Originating	None	Local	Node/ Station
Directed Station Hold	Both	None	Local	Node/ Station
Disable Station			Local	Node/ Station
Disconnect Notification	Both	None	Across Network	
DND/inhibit/ override	Terminating	Comdial/ QSIG	Local	Node
DNIS (passed across the Network but must be enabled per node)	Both	Comdial	Local (display phones)	Node
DSS/BLF	Both	Comdial	Across Network (with limitations)	Node/ Station
DTMF Signaling	Both	None	Across Network	
Enhanced Night Mode	Terminating	None	Across Network	Node
Enhanced Ringing	Terminating	None	Across Network	Node
Executive Override	Both	None		
Extended DTMF				

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Feature Numbering			Local	Node
Group Listen	Terminating	None	Across Network	Node/ Station
Hands Free	Both	None	Across Network	Node/ Station
Hold	Terminating	Comdial/ QSIG	Across Network	Node/ Station
Hunt Group (can access Hunt group across Network but members must be local to each other)	Terminating	Comdial	Across Network	Node
Hunt List	Terminating	None	Local	Node/ Station
Idle Line	Both	None	Local	Node
Incoming Call Routing	Both	Comdial	Across Network	Node
Intercom Numbering			Local	Node
Intercom Speed Dial Last Number Dialed	Originating	None	Across Network	Node/ Station
LCD Contrast	Both	None	Local Station Only	Node/ Station
LCD Messaging	Both	None	Local	Node

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Line Group	Both	None	Local or Network Channels	Node
Line Monitoring	Both	Comdial	Local	Node
Line Names	Both	Comdial/ QSIG	Across Network	Node
Line Queue	Both	None		
Lock	Both	None	Local	Node/ Station
Location Codes	Both	None	Local	Node
Mark	Both	None	Local	Node/ Station
Message Deposit	Both	Comdial	Local	Node/ Station
Message Waiting	Terminating	Comdial	Across Network	Node/ Station
Music, Background	Both	None	Local	
Music, On Hold	Both	None	Local	
Mute	Both	None	Across Network	Node/ Station
Operator/ Network	Both	Comdial	Across Network	Hub
Operator/Node	Both	Comdial	Local	Node
Page	Both	None	Local	Node
Park Orbit	Terminating	None	Local	Node
Personal Ring Tone	Terminating	None	Local Station Only	Node/ Station

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Prime Line	Originating	None	Local	Node/ Station
Privacy	Terminating	None	Local	Node/ Station
Pulse Set On	Originating	None	Local	Node
Query (button)	Originating	None	Local	Node/ Station
Queue	Terminating	Comdial	Local	Node/ Station
Quick Transfer	Terminating	Comdial	Across Network (with limitations)	Node/ COS
Recall Call Forward			Across Network (with limitations)	Node/ Station
Recall Timing (Hunt Group)	Terminating	Comdial/ QSIG	Across Network	Node
Record	Both	Comdial	Across Network	Node/ Station
Response Message	Both	None	Local	
Ring Monitoring	Terminating	Comdial	Local	Node/ Station
Serial Transfer	Terminating	Comdial/ QSIG	Local	
Service Observe	Originating	None	Local	Node/ Station
Shift for Speed Dials	Both	None	Across Network	Node/ Station

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
Silent for Ringing	Both	None	Local	Node/ Station
SLPS—Brokers Mode	Both	None	Local	
SLPS—Dial Saved Number	Originating	None	Across Network	
SLPS—Pick Up Last Line	Terminating	None	Across Network	
SLPS—Save Number	Originating	None	Across Network	
SLPS—TAP	Both	None	Across Network	
SMDA/SMDR	Both	Comdial	Across Network (with limitations)	Node
Softkey	Both	Comdial	Across Network (with limitations)	
SOHVA	Terminating	Comdial	Local	Node/ Station
SOHVA Service Observe	Originating	None	Local	Node/ Station
Dial	Originating	None	Across Network	Node/ Station
System Speed Dial	Both	None	Across Network	Node
Station Monitoring (DSS/BLF)	Both	Comdial	Across Network	

Feature Name (Continued)	Type Originating/ Terminating/ Both	Remote Networking Support	Feature Parameters	Program Feature
(with limitations)	Hub only			
Station Names	Both	None	Across Network	Node/ Station
Station State Query	Originating	Comdial	Across Network	Node/ Station
Subdue Ringing	Terminating	Comdial	Local	Node/ Station
System Manager Prog	Both	None	Local	
System Parameters	Both	None	Local	Node
TAFAS (line answer from any station)	Both	None	Local	Node/ Station
Toll Restriction	Both	None	Across Network	Node/ COS
Tracker	Both	Comdial	Local	
Transfer to Voice Mail	Both	Comdial	Across Network	Node/ Station
Trunk to Trunk Transfer	Both	Comdial	Across Network	
Voice Announce Block	Terminating	Comdial	Across Network	Node/ Station
Serial WP Integration			Across Network	Hub and VM
VVP			Across Network	Hub and VM

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APPENDIX E GLOSSARY

A

Account Code
A group of numbers, up to 16 digits in length, entered by station users during incoming or outgoing calls; the system uses account codes to identify the calls by category, or special grouping, for call accounting purposes.

All-Call Paging
Paging through the intercoms of all stations in the system.

Assist Button
A button that you can program that will let you send a message requesting assistance to the LCD of another telephone.

Attendant
Also known as the operator; typically, the first person to answer incoming calls and responsible for directing calls to the proper person or department.

Automatic Callback
System will ring a calling telephone when a busy called telephone becomes idle.

Automatic Dialing (or Autodialing)
Using programmable buttons to store numbers for one- or two-button dialing.

Automatic Redialing
Turning on a program that automatically redials the last number dialed once a minute for 10 minutes.

Automatic Route Selection (ARS)
ARS allows the system to automatically select the least costly line group available to a station to route a call. The system modifies the dialed number, if needed, to match the selected line group. ARS makes routing decisions (which lines to route a call over, if and how to modify a number, and costing information) based entirely upon the programming of the system.

Automatic Station Relocation
Process by which the system automatically recognizes particular stations if they are relocated to a different station port; the same class of service and station features are provided the station at the new port.

B

Block Programming
To eliminate the need to program each station individually, programmers can assign features or functions to groups of stations.

Button Query
Feature which allows users to display the functions of programmable buttons on LCD telephones.

C

Call Forward
Designating another telephone to receive intercom calls normally directed to the user's telephone.

Call Forward Outside System (CFOS)
Allows station users to forward incoming or transferred line calls to telephone numbers outside the system.

Call Park
Placing an active call at a particular telephone in system hold (park orbit) and retrieving it by any telephone.

Call Pick-Up
Answering a call at one telephone when it is ringing at another telephone.

Call Transfer
Transferring a call from one station to another. The transfer can be screened, i.e., you find out who is calling and announce them to the party being called; or unscreened, i.e., you transfer the call without identifying the calling party to the called party.

Caller ID
Allows station users to view the originating line number of incoming calls before they are answered.

Camp On
Process that allows a user to wait for a busy or idle line to become available and immediately be called back by the system; also allows users to send a tone to busy telephone to notify the station that a call is waiting.

Central Message Desk
A station that has been assigned to control message waiting lights and deliver messages to other stations in the system.

Class Of Service (COS) Programming
Customized programming of your system by the installer that establishes the basic operating parameters of the system and individual stations.

D

Data Interface Unit (DIU)
This optional unit provides connections for your standard multiline digital telephone and Industry Standard Telephone (IST) device such as a FAX machine or answering machine.

Departmental Station Operation
The operation of stations that are organized into departments.

Dial By Name
This feature allows users to employ any two-line display, LCD speakerphone and its interactive buttons to search through an index of names, locate a desired station name or system speed dial name, and automatically call the located item.

Digital Voice Announcing (DVA)
The DVA is a line-powered device that provides voice prompts for auto-attendant and transfer, or you can use it to enhance the operation of DISA and Tracker.

Direct Inward System Access (DISA)
An enhancement option that allows outside callers to directly call a station or access certain internal system features, including all line groups and ARS. To prevent fraudulent access and unauthorized use, the caller must use an authorization code and system access code to gain access to outside lines as well as many of the advanced telephone features.

Direct Inward Station Dialing (DISD or DID)
This feature allows an outside party to call an intercom station directly without an attendant's assistance.

Direct Station Selection/Busy Lamp Field (DSS/BLF)
Programmable buttons which allow the user one button to place intercom calls to other stations within your system; the button is sometimes referred to as a DSS button. Busy lamp field or BLF is a term for a light that identifies current call status of DSS station. See telephone layout drawings in Chapter 1 for location.

Do Not Disturb
A mode that disables incoming call ringing and intercom calling.

Dual Tone Multiple Frequency (DTMF)
The tones made by your telephone when you dial.

Dynamic Line Button
System temporarily assigns a normally unassigned line to an idle line button for certain call handling operations.

E

E&M Tie Lines
In telephony, a separate pair of leads to your station which are used by system operators for signaling and supervisory purposes.

Exclusive Hold
Only the telephone placing the call on hold can retrieve it.
Executive Override Breaking into a conversation at a busy called telephone. This intrusion is announced by several quick tone bursts over the conversation.

H

Handsfree Answer Inhibit
A telephone can be set to block voice calls sent to it over the speaker.

Hook flash
Action that occurs when the TAP button is pressed. Needed for activating host system features.

Hookswitch
The switch on a telephone which, when depressed manually or by the handset, disconnects a call.

I

IMIST
Module which allows the connection of an external device to a Comdial digital telephone.

Industry Standard Telephone (IST)
Analog telephone with only a basic 12 button keypad and no advanced features

Intercom
An internal communication system that allows you to dial another station at your office or location without connecting to the outside telephone system.

K

Keypad
Buttons 0 through 9, * and # used for dialing.

L

Last Number Redialing
Automatically dialing the last number dialed.

LCD
Liquid Crystal Display; the alphanumeric display of several Comdial Digital Telephone models.

Line Groups
Programmers assemble and program outside lines into distinct line groups which users must dial a certain code to access.

Line Queuing
When several telephones share a line and that line is busy, a user can dial a code and hang up to wait for the line to become idle. When the line becomes idle, the user's telephone will ring.

M

Meet-Me Answer Page
Any user can dial a code in response to an all-call or zone page and be connected to the paging party in a private conversation.

Messaging
Turning on a telephone lamp to let the user know that a message awaits pickup and leaving a message on the display of a telephone that gives information on your status.

Mute
A fixed feature button that keeps a distant party from hearing your conversation. This button also lets you adjust the telephone display contrast from light to dark.

N

Night Transfer
Transferring incoming calls to a particular station(s) for off-hour answering.

O

Operator Station
Also known as the attendant station, this system station is programmed to ring when users dial the operator; usually considered the central message desk of the system although multiple attendant stations are possible

P

Paging
This feature allows station users to dial-up customer provided loudspeaker paging equipment and page over externally placed loudspeakers and determines what paging zones, if any, a station can page over.

Prime Line
A line designated to a particular telephone and automatically selected when the handset is lifted.

Privacy
Line feature, assigned by the programmer, to allow only one station to access a line at any time; no other station has access to the line unless the user makes it available through conferencing.
Programmable Buttons Each telephone or station has buttons that can be user-programmed for autodialing numbers or feature codes, or other special purpose dialing requirements.

Pulse/Tone Switching
Changing from pulse/rotary dial signals to tone/DTMF signals.

Q

Queue
Method by which a station user waits for an available line by dialing a code and waiting for the system to call back.

R

Response Messaging
Responding non-verbally to a calling station by pressing a programmed button that sends a message to the calling station's display.

Ringing Line Preference
An automatic connection to any outside line ringing at the station when the station handset is taken off-hook.

Ringing Tones, Personal
A telephone can be arranged to ring in one of six distinctive tones.

S

Saved Number Redialing
Saving a last manually dialed number for later autodialing.

Screened Call Transfer
Allows users to first announce and then transfer both line and intercom calls from one station or group to another.

Service Observing
Class of service programming option allows users to enter an in-progress call in an unannounced muted mode to monitor the call.

Speed Dialing
Autodialing using the keypad buttons. Speed dialing can be station calls (personal and accessed by only one specific user) or system calls (numbers used and accessed by anyone in the system).

Station
A single system telephone with an individual identity and feature set assigned by the programmer.

Station Message Detail Accounting (SMDA)
Station message detail accounting provides a record of the incoming and outgoing calls handled by the system on selected lines. This record provides information for accounting and traffic analysis studies.

Subdued Off-Hook Voice Announce (SOHVA)
A private announcement that can be made to a busy party which they hear through the receiver of their handset.

System Alarm Reporting
Allows you to view (through the LCD telephone screen) the various system alarms and the stations with which those alarms are associated.

System Speed Dial
System speed dialing provides system users with a repertory of up to 500 numbers that they can dial from any telephone in the system. The installer or the attendant is responsible for storing the system speed dial numbers.

T

TAP (Flash/Recall)
Depending on your system's programming, this button gives you a fresh dial tone or activates a hook flash.

Toll Restriction
Class of service feature by which the system allows or denies outgoing calls to selected users over selected lines.

Tone Call
A ringing intercom call.

Tracker Pager
The Tracker optional pager system allows you to send and receive messages to Tracker pagers assigned to station extension numbers.

TRNS/CNF
A fixed feature button that allows you to transfer outside calls and set up conference calls.

U

Unscreened Call Transfer
Allows users to transfer line or intercom calls from one station or group to another without first announcing them.

Unsupervised Conference
After a establishing a conference between two outside parties, the originator drops out leaving a line to line unsupervised connection with the remaining parties.

V

Voice call
A verbal intercom call.

Voice Announce Blocking (VAB)
A telephone can be set to block voice calls sent to it over the speaker.

Z

Zone Paging
Paging through the intercoms of some stations or departments in the system.

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